



**DEMOCRACY AND MERITOCRACY  
DECISION-MAKING USING A KARMA SYSTEM IN ORGANIZATIONS (version 2.0)  
SECTION 3**



by Icavot

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**[3] SOFTWARE. WALK-THROUGH OF THE DECISION MAKING PLATFORM.**

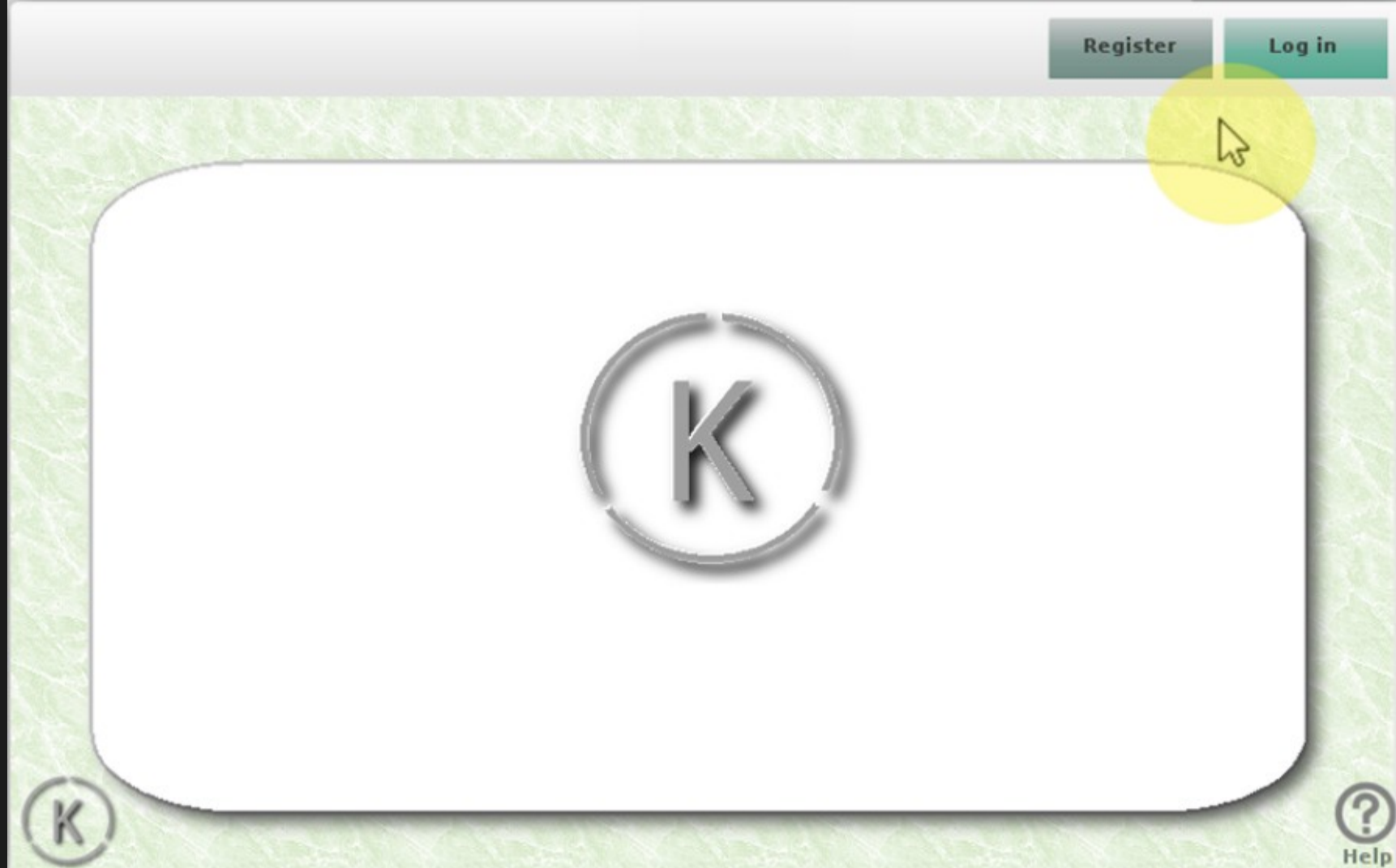
**[3.0] INTRODUCTION.**

We will now give you an idea of how the decision-making method described herein would be implemented in a computer program, making possible an efficient and easy-to-use decision making platform. Such software would be preferably GPL, open-source, so it could be freely installed on any server of any organization, and freely shared and improved.

As already explained at the beginning of the document, we are going to show a hypothetical organization that is going to serve as an example. This organization would consist of a group of translators. This organization of translators would be hypothetically divided into 4 teams: general organization, technical support, moderation and translation. The organization began operating, hypothetically, in the 4th quarter of 2013. In our example today would be July 4th, 2014.

**[3.1] INITIAL MENU.**

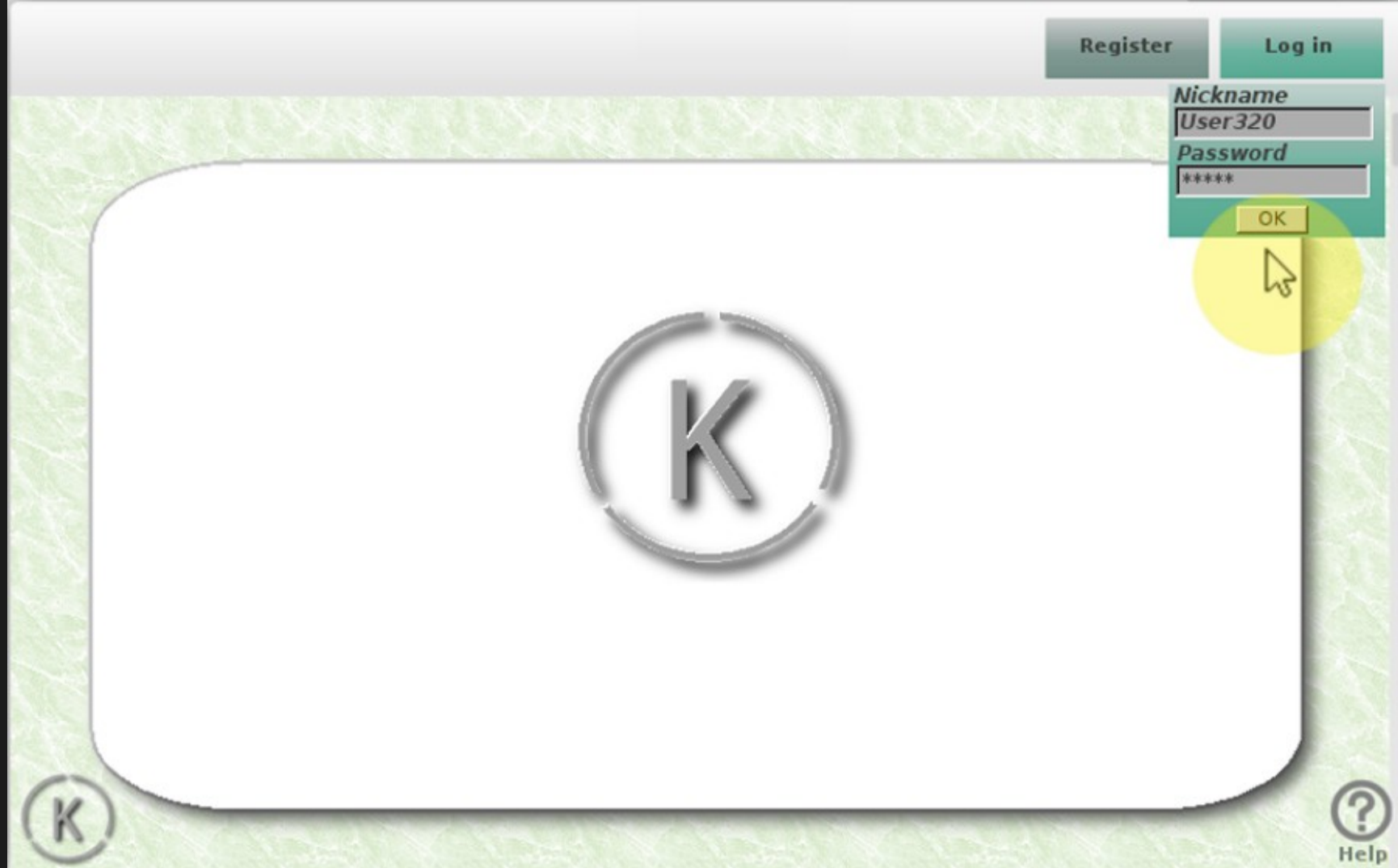
In the initial screen you can register or login.



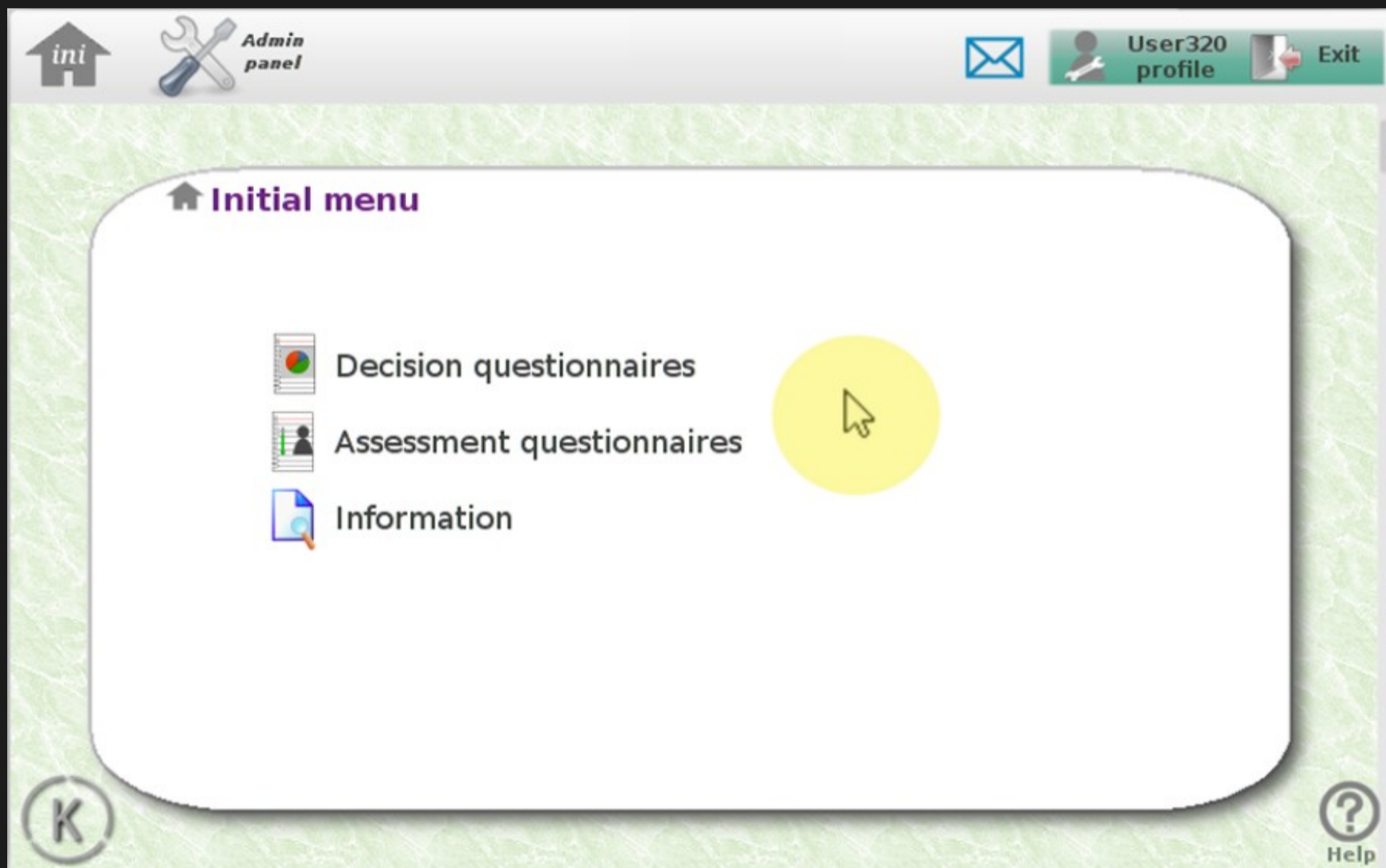
If you click on **register**, then you can apply for a user account to be a member of the decision making platform. You are asked to provide some basic information (name, nickname, email, the reasons why you want to participate in the platform ... ).

The image shows the "Register" form. At the top right, there are two buttons: "Register" and "Log in". The form is titled "Register" and contains several input fields: "Name" (with "Myname" entered), "Surname" (with "Mysurname" entered), "Nickname" (with "User320" entered), and "Email" (with "myemail@zzz.zzz" entered). Below these fields is a text area labeled "Reasons why I want to participate" containing the text "We agreed in a previous meeting that I should apply for a user account in order to participate in the platform as an administrator." At the bottom right of the form, there are two buttons: "Back" and "Send". The background is a light green textured pattern. In the bottom left corner, there is a small "K" logo. In the bottom right corner, there is a "Help" icon consisting of a question mark inside a circle.

Once the application administrators approve the request, you have to check your email to confirm the registration. Then you can **log in** by typing your nickname and password.



Once logged in, you enter the initial menu:



At the top, you can see, from left to right:

- A home icon that leads to the initial menu whenever it's needed.
- A link to the administration panel, which is the application configuration.
- An icon that leads to the internal messaging application, through which you can chat in private with other users/members.
- A link that leads to your user profile, where you can find your basic information.
- An icon that allows you to exit the platform.

The initial menu itself is located in the central part. As we can see, there are 3 sections:

- Decision questionnaires. In this section you can access and participate in questionnaires through which decisions are made in the various teams of the organization.
- Assessment questionnaires. In this section you can access and participate in the assessment of the other member's work in the various teams of the organization. The result of this assessment is what determines the karma of the users/members, ie, the weight of their vote, when they participate in decisions that are taken through the decision questionnaires.
- Information. In this section you can access important information such as statistics showing the karmas of all the members, activity logs of all the users of the platform, all the users/members profiles ...

Finally, a help icon is located at the bottom, on the right corner, which leads to the help section.

## **[3.2] ADMINISTRATION PANEL.**

### **[3.2.0] INTRODUCTION.**

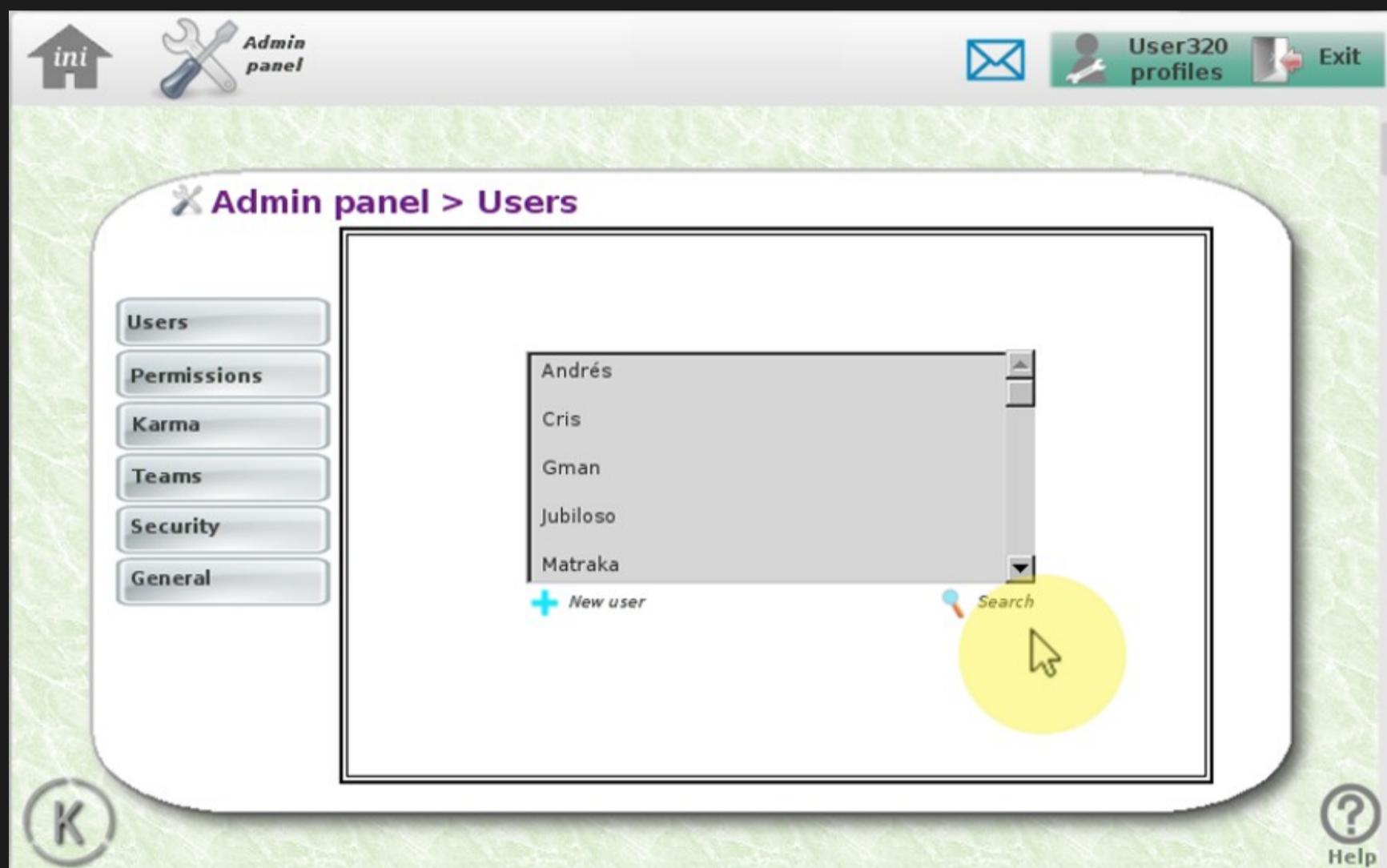
At the top of the screen of the application there is an icon that leads to the administration panel, which manages basic features, users, teams, permissions for each user group, calculation of the variables that determine the karma, etc.

Since one of our objectives is transparency, it is desirable that any user of the platform can access the administration panel to view basic information about the application settings, but only those users who play key roles (administrators, coordinators and moderators) will have the permissions to effectively use the admin panel according to their positions.

Each of these positions will have an specific set of permissions in the administration panel depending on the activities that they have to perform.

### **[3.2.1] USERS.**

The first thing you find in the administration panel is the "Users" section. In this section you can find the profiles of all users and access them to get information about them and carry out administrative tasks (change permissions, add misconduct reports, ban users, etc.).

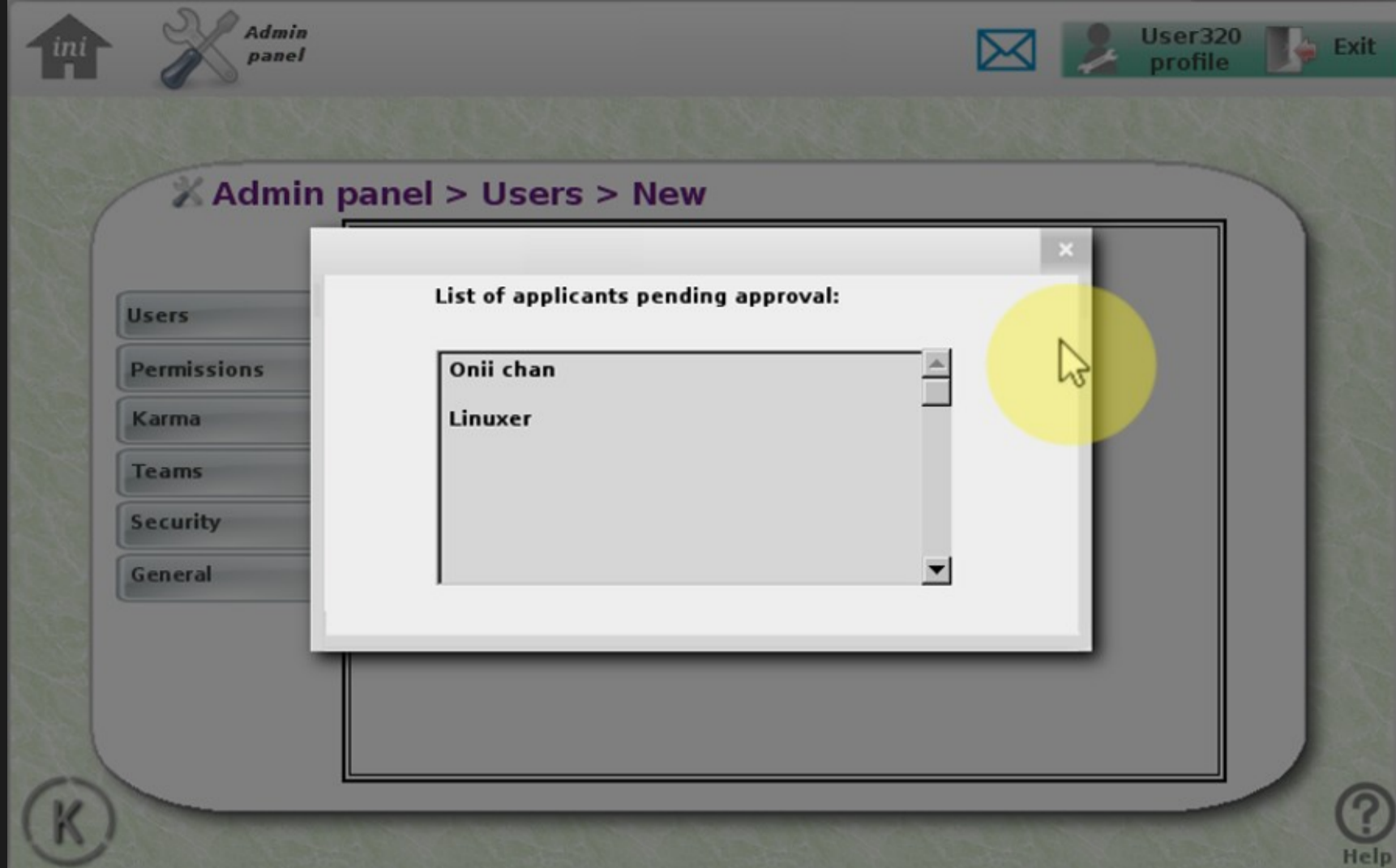


#### **[3.2.1.1] Approving new users.**

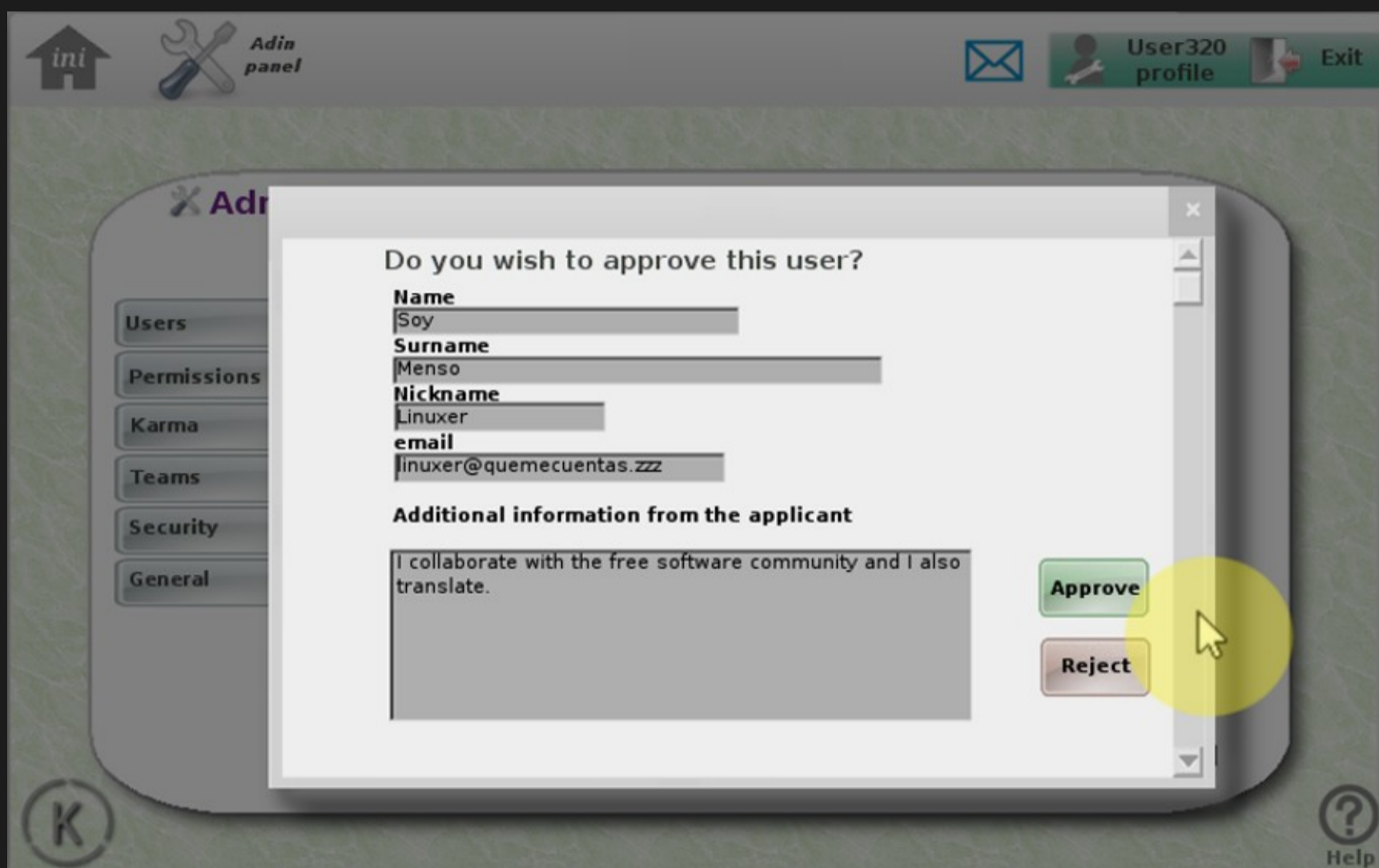
For starters, let's see how to approve the registration of users who have so requested to participate in the application.

This function is performed, in principle, by coordinators of the general organization team, following the instructions that all members of the organization have decided on the registration of new users/members. The registration of new a user is preceded by an interview and meeting to decide whether to approve the application for registration.

If you click on "New User" pop-up window appears with the people whose registration is pending approval:



For example, if you click on Linuxer, you'll access his registration application:



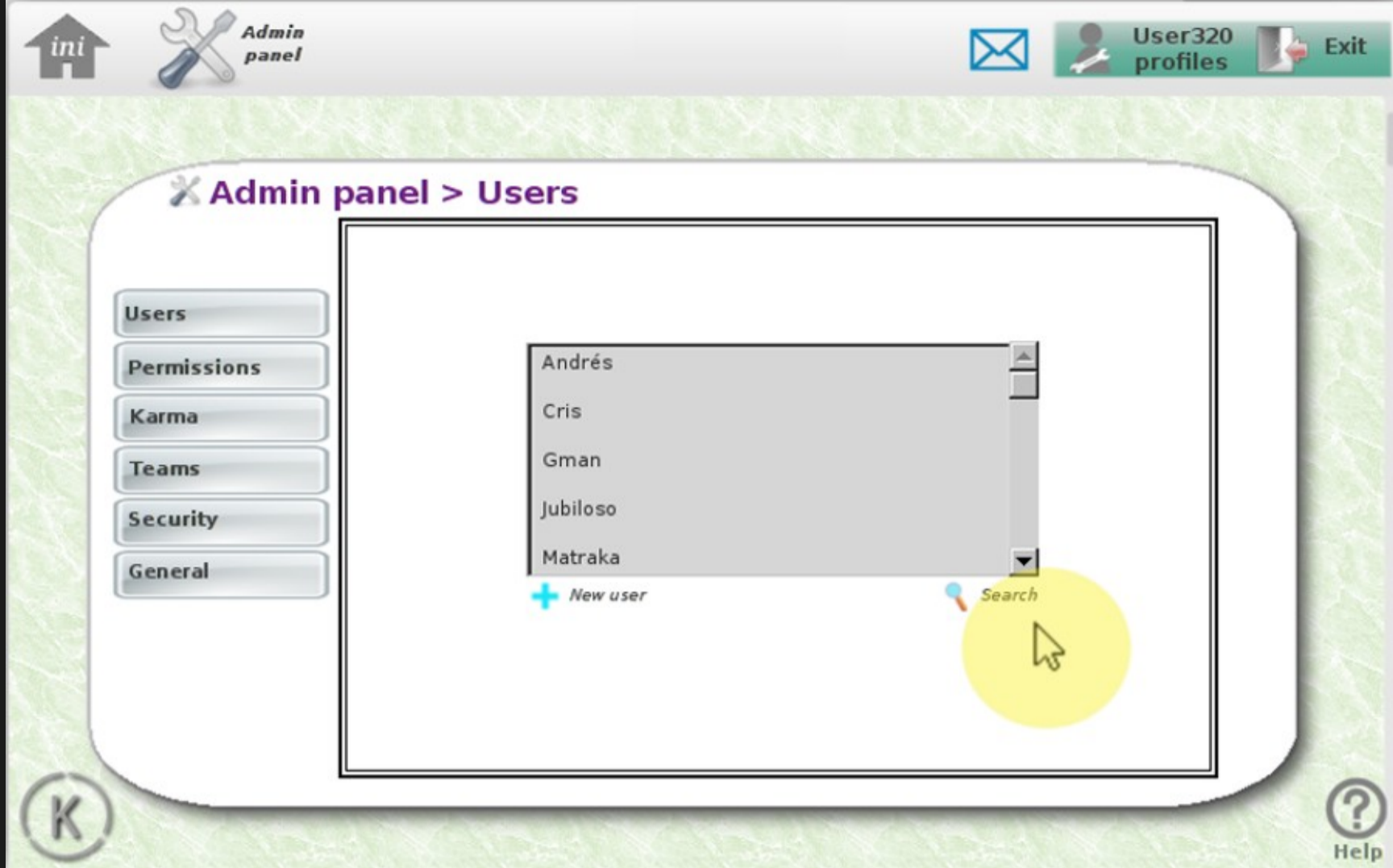
As you may deduce from the application, Linuxer might participate in the technical support team and the translation team. In the event that the organization approves Linuxer's registration, Linuxer may, however, participate in the discussions and decision-making in all the teams of the organization (not only in the technical support team and the translation team).

His weight in the decision-making of each team will depend on the quality of his participation in each of them (as tie goes by, he will acquire a higher or lower karma in each team). Since he is a new user without previous activity, he will start with just a karma of 2 points in each of the teams.

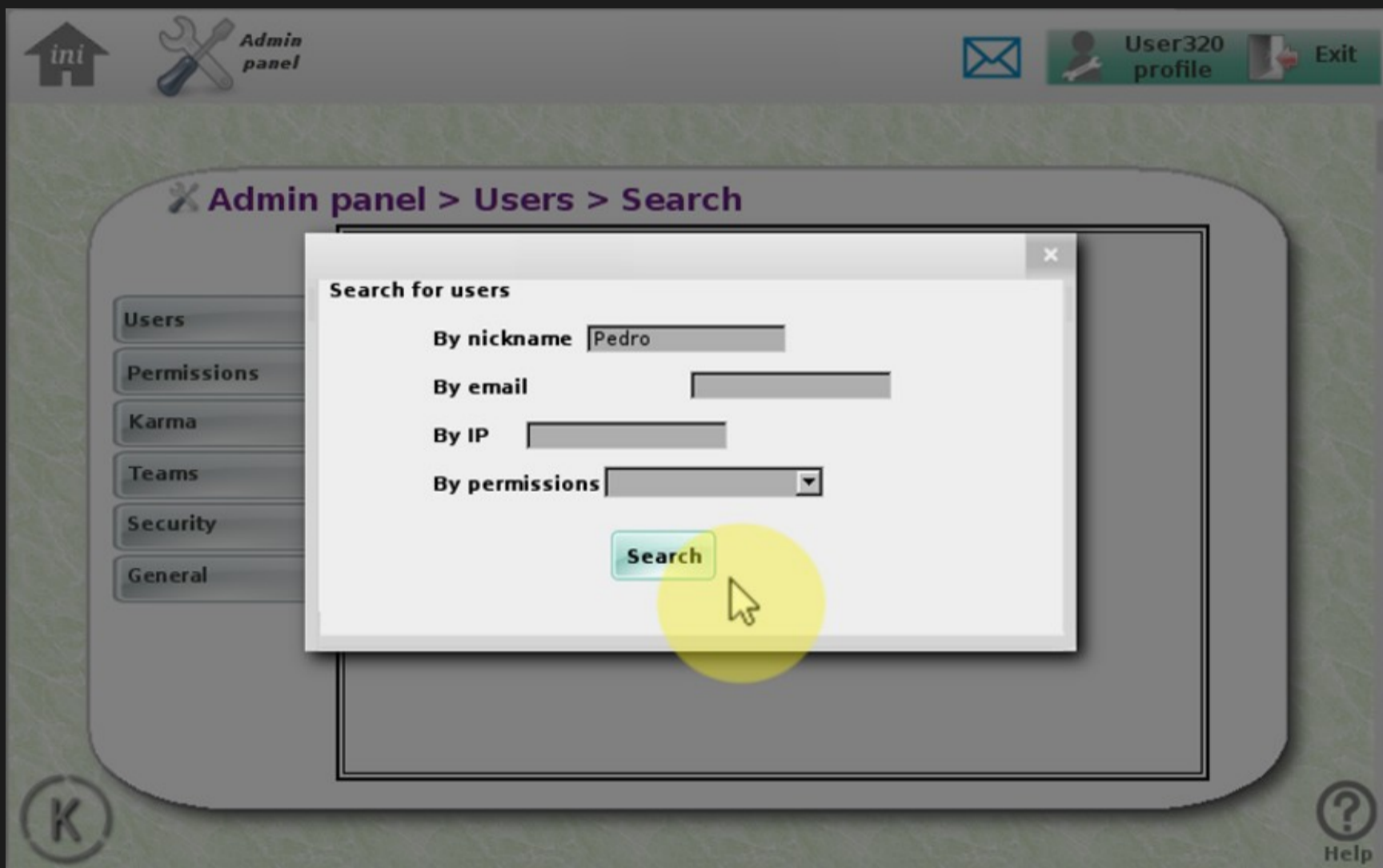
[\[Go to index\]](#)

### **[3.2.1.2] Managing already registered users.**

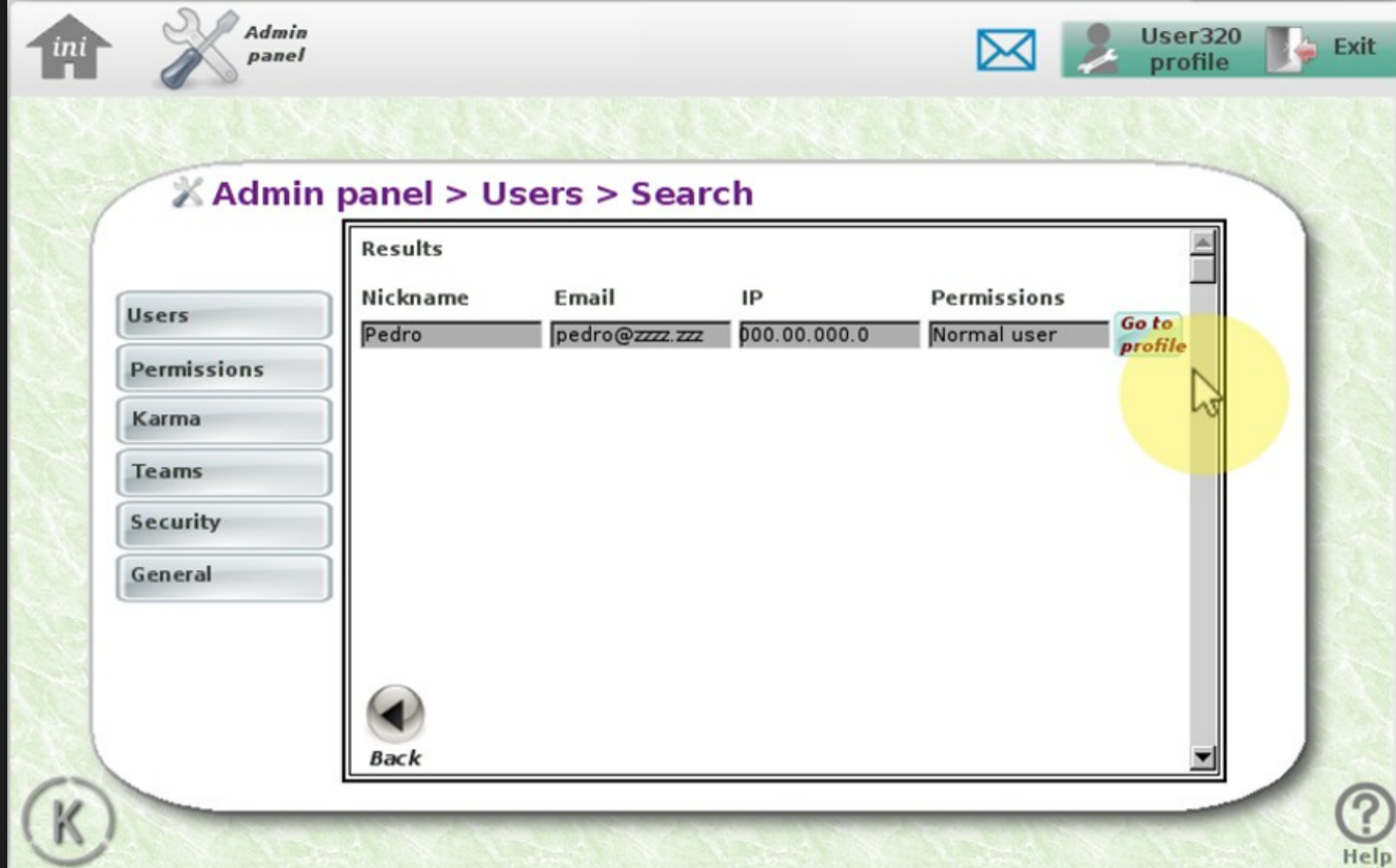
Now let's suppose you want to find the profile of an already registered user.



You can look directly into the list or click on "Search". Let's suppose you want to find a user named "Pedro", so you click on "Search" and a pop-up search window appears:

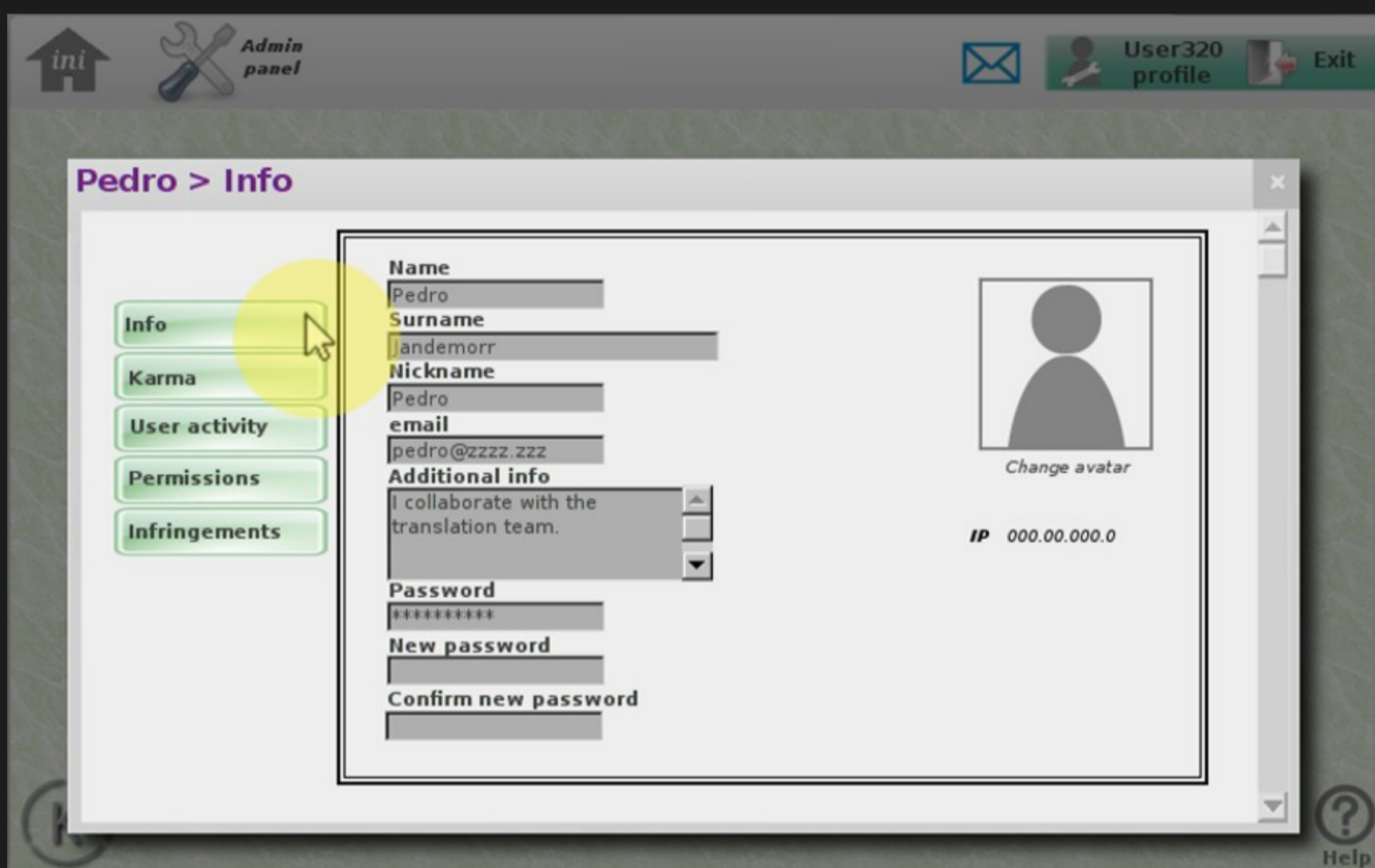


Then the search results are displayed:



#### [3.2.1.2.1] Info.

Let's suppose you click directly on the user's nickname or on "Go to page" in the search results and then a pop-up window that shows the user's profile appears. Continuing with the above example, when you access Pedro's profile, the application shows something like this:



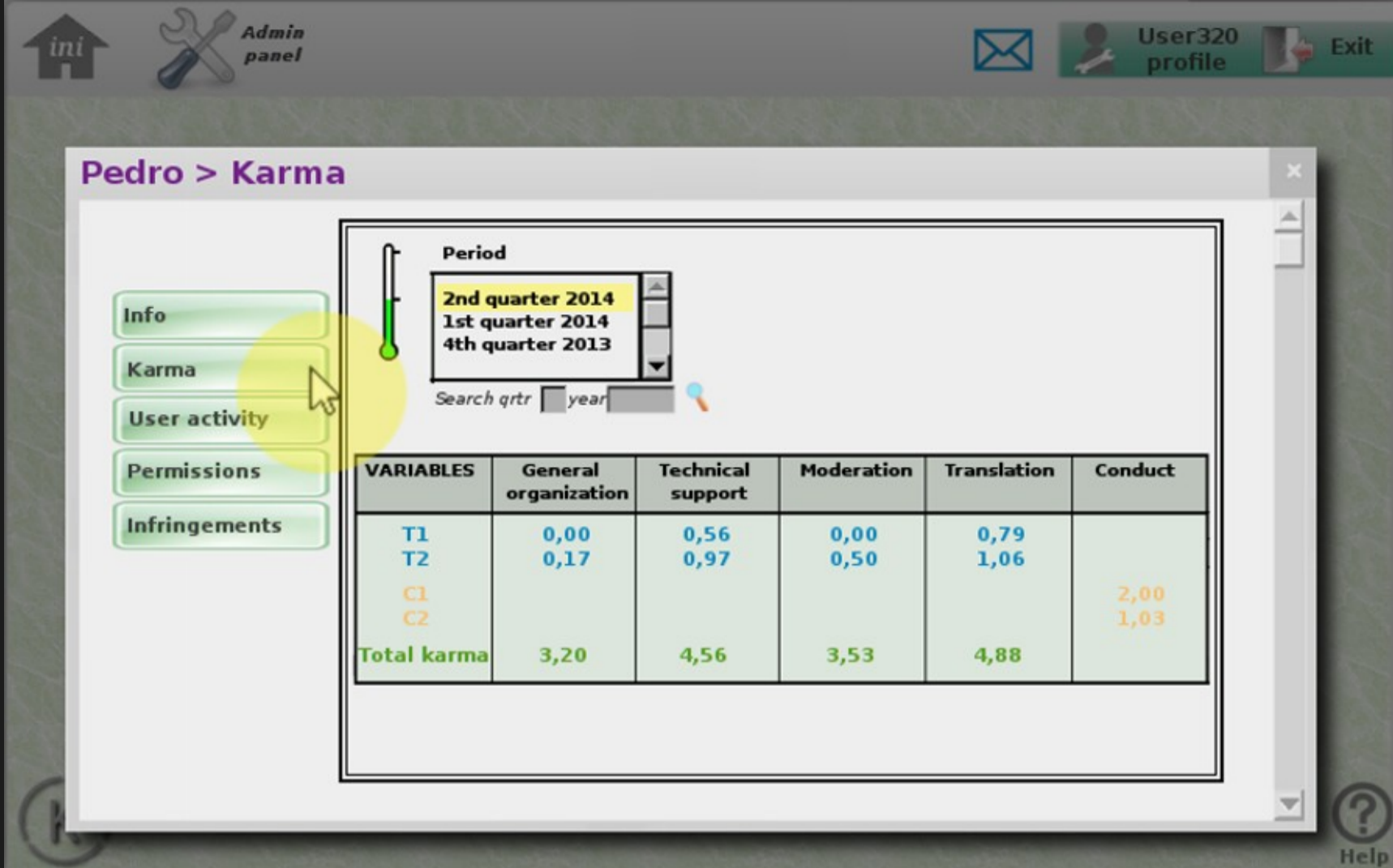
Note that there are some sections in users profiles: "Info", "Karma", "User activity", "Permissions" and "Infringements".

The first section that is shown is "Info", where you can see the user's basic information. In principle it is advisable that only users can edit their own basic info.

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#### [3.2.1.2.2] Karma.

When you click on the "Karma" section you can see something like this:



In this section you can see Pedro's karma in the various teams. These karmas are basically the weight of Pedro's vote when making decisions in each team. For example, for the 2nd quarter of 2014, Pedro's karma in the translation team is greater than his karma in the general organization team, therefore his weight in the decision-making will be greater in the translation team than in the general organization team.

The karma valid for a period is calculated from the scores obtained in the assessments of the activities carried out during the previous period. Thus, the karmas shown for the 2nd quarter of 2014 are the result of the assessment that the rest of members have made on Pedro's work and conduct during the 1<sup>st</sup> quarter of 2014.

The karma depends on these variables:

- T1. Continuous evaluation of the activities performed during the last period (usually a quarter). When Pedro performs an activity in a team and the activity is published in an activity assessment questionnaire, it is evaluated by the rest members. At the end of the quarter all the scores obtained from the activities performed are taken into account to calculate the T1 variable for the quarter in each team.

For example, you can see that Pedro seems to have done some tasks in the translation team, then other members evaluated his activity and he got 0.79 points in the translation team. On the other hand, it seems that he hasn't carried out successfully relevant activities in the general organization team and the moderation team during the period evaluated.

- T2. Assessment of the overall contribution to the work in each team. Apart from the continuous evaluation, at the end of each period (normally a quarter) members are asked to assess the overall contribution of each member to the work in each team. (everything is taken into account, including the occasional help to peers, commitment to teamwork, accredited knowledge in various disciplines, etc.).

You can see that the teams where Pedro has obtained a better evaluation for his overall contribution are the translation team (1.06 points) and the technical support team (0.97 points). Note that, for example, despite not having performed apparently relevant activities in the general organization team, some members wanted to give 0.17 points of T2 to Pedro in this team as a reward for his occasional help, accredited knowledge, etc.

- C1. Assessment of the overall conduct in the the whole organization, according to misconduct reports. In principle, if a member has not committed any misconduct, he/she has 2 points of C1. If there have been infringements of the rules of conduct and these are found by the moderators, it will mean that some points will be subtracted to C1, depending on the seriousness of the misconducts.

As you can see, Pedro has not committed any misconduct during the 1st quarter of 2014, so he has obtained 2 points of C1 for the 2nd quarter.

- C2. Assessment of the overall conduct of a member in the the whole organization, according to periodic assessment questionnaires. Apart from the C1 variable, which depends on misconduct reports issued by the moderation team, at the end of each period (normally a quarter) members are asked to assess the overall conduct of each member in the organization as a whole.

As you can see, members have rated Pedro's overall conduct and he has obtained 1.03 points as a result. So Pedro's conduct doesn't seem to be bad, but it could have been better.

As a result, Pedro has obtained the following karmas for the 2nd quarter of 2014 in the various teams:

- Karma in the general organization team = T1 in general organization (0.00) + T2 in general organization (0.17) + C1 (2.00) + C2 (1.03) = 3.20 points.

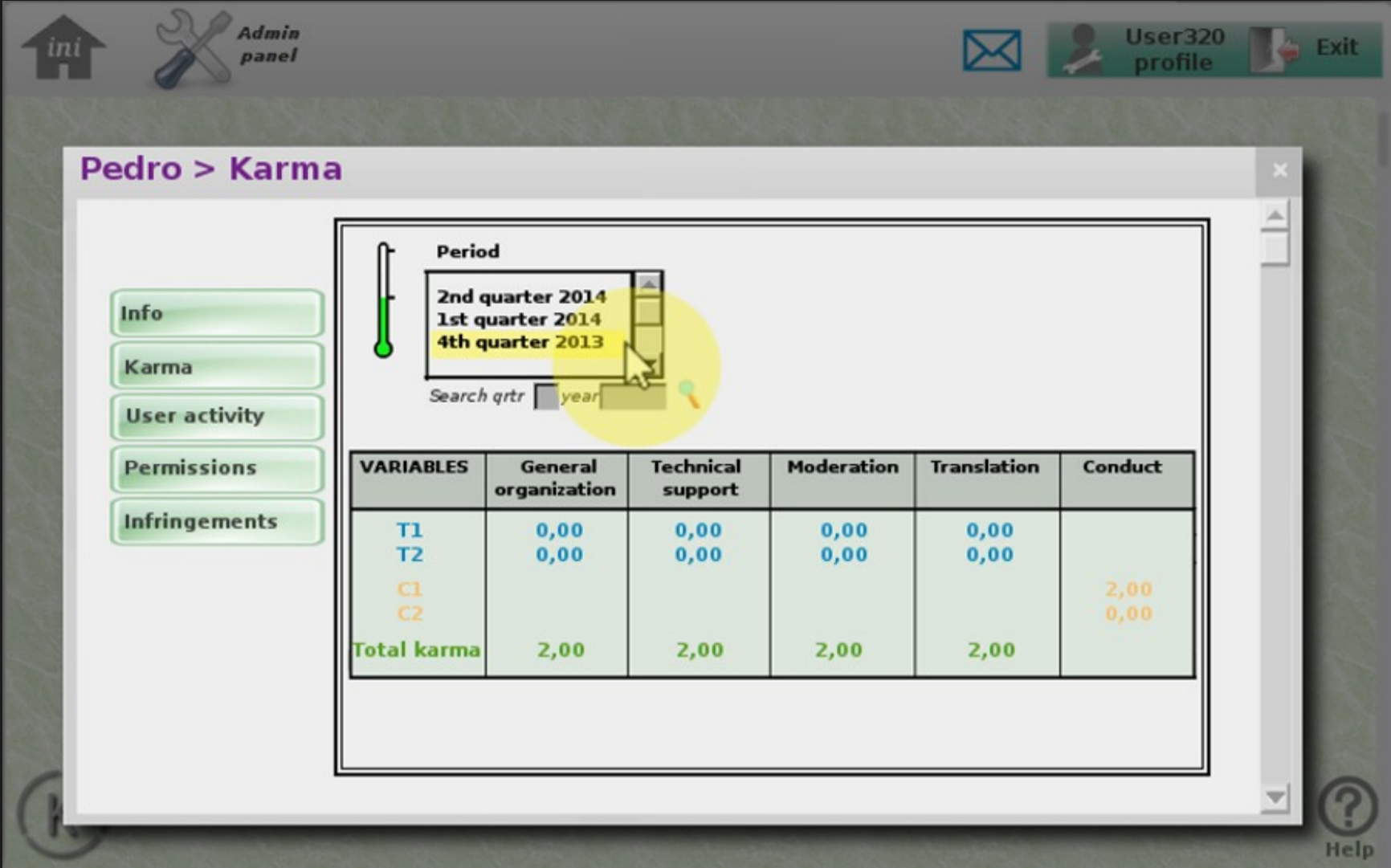
- Karma in the technical support team = T1 in technical support (0.56) + T2 in technical support

(0.97) + C1 (2.00) + C2 (1.03) = 4.56 points.

· Karma in the moderation team = T1 in moderation (0.00) + T2 in moderation (0.50) + C1 (2.00) + C2 (1.03) = 3.53 points.

· Karma in the translation team = T1 in translation (0.79) + T2 in translation (1.06) + C1 (2.00) + C2 (1.03) = 4.88 points.

If you click on the 4th quarter of 2013, you'll see the following:



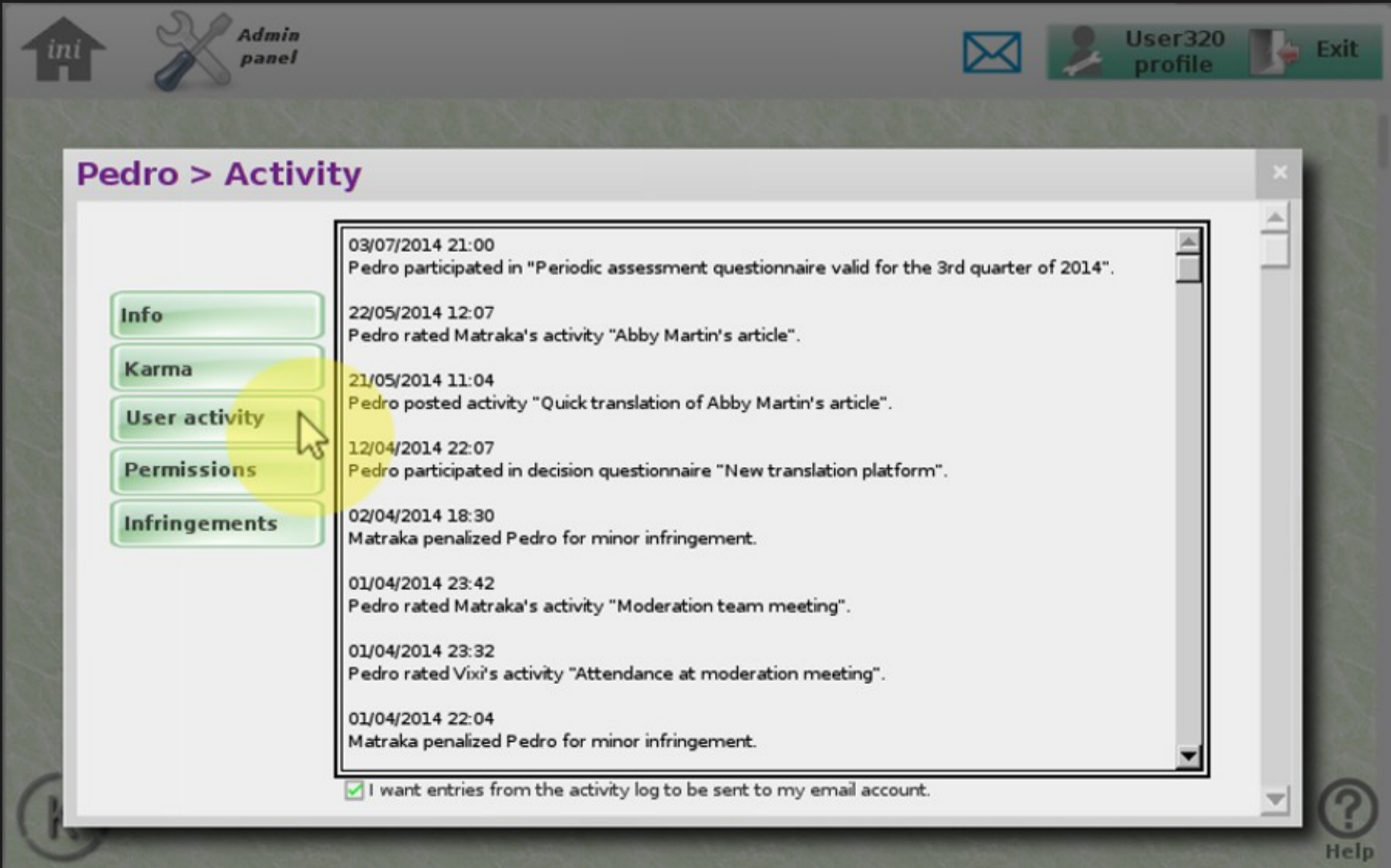
Since that's the quarter when Pedro started participating in the teams of the organization, you can see that his karma in the various teams is just 2 points (those 2 points come from the C1 variable).

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**[3.2.1.2.3] User activity.**

The importance of this section comes from the need for a transparent system and an proper flow of information to support decision-making and ensure accountability.

When you click on “User activity” the application displays something like this:



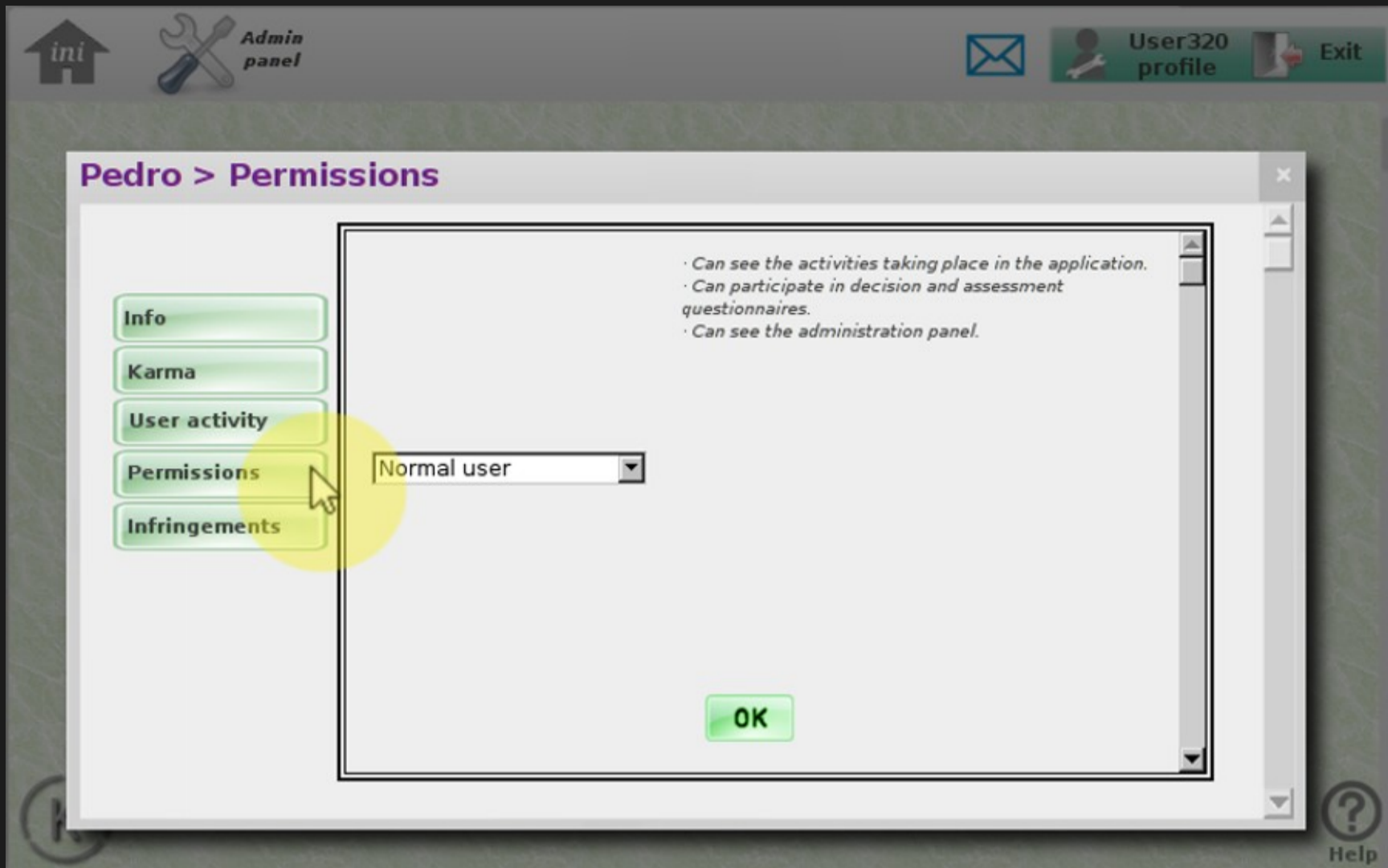
This section shows in detail Pedro's activity in the application.

The option of sending the entries from the activity log to one's email account is shown at the bottom.

As you can see, Pedro has requested to receive such information by email.

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#### [3.2.1.2.4] Permissions.



There are several users groups. Each group has certain permissions for certain things in the application. The groups by default are the following: administrators, coordinators, moderators, normal users and guests.

Pedro is a normal user, so he can:

- See the activities taking place in the application.
- Participate in decision and assessment questionnaires.
- See the administration panel.

In principle, only the group of coordinators of the general organization team can assign a user to a group with special permissions (that is, administrator, coordinator, moderator). However, any user who plays a key role (administrator, coordinator, moderator) can resign his/her position and assign himself/herself to the groups “normal user” or “guest”. Thus, only coordinators of the general organization team can assign Pedro to a group of administrators, coordinators or moderators. However, Pedro can assign himself to the group of guests.

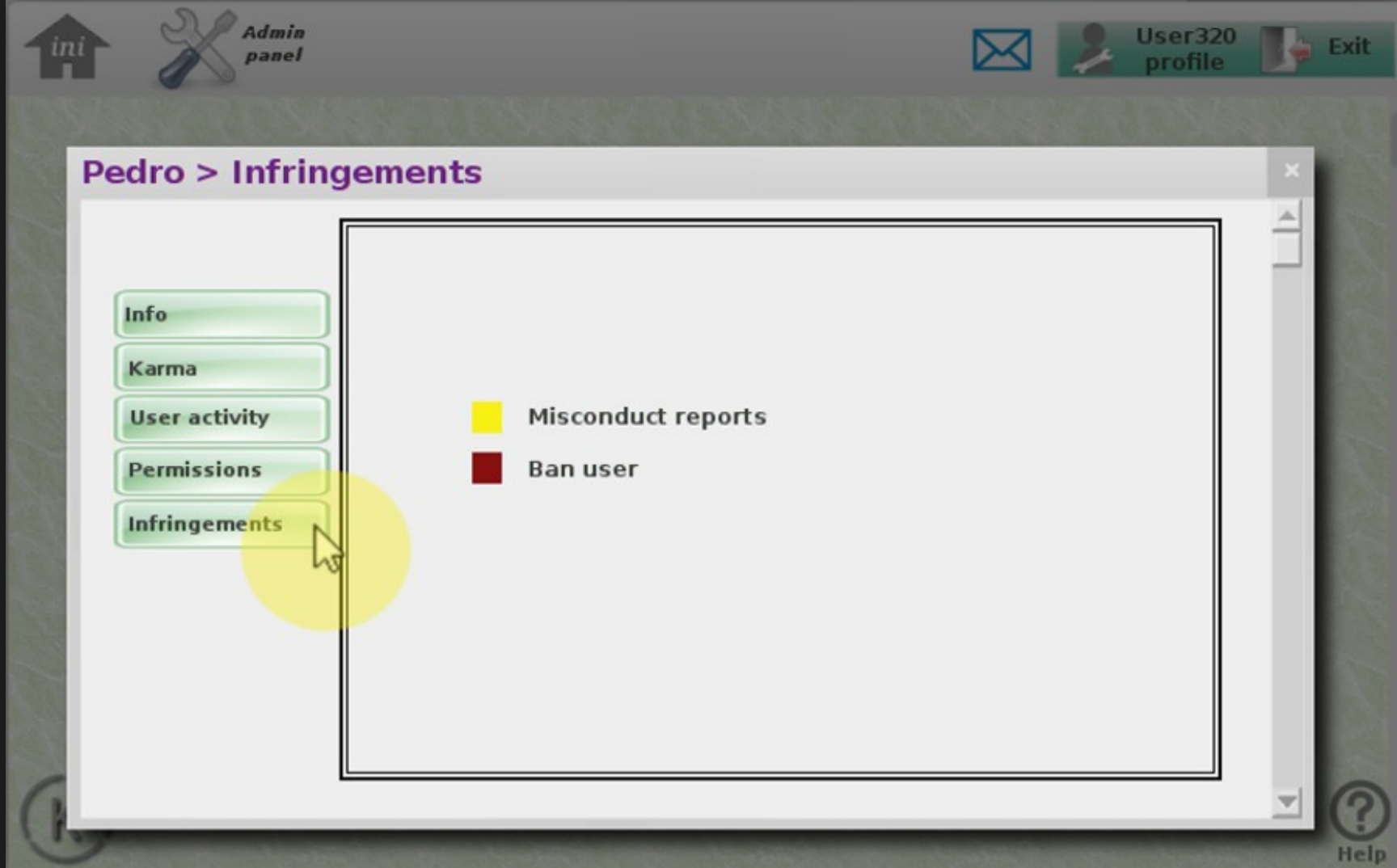
[\[Go to index\]](#)

#### [3.2.1.2.5] Infringements.

It is recommended that the permissions to manage the “infringements” section should be assigned to the group of moderators of the application. We must clarify that all members can participate in the moderation team (like in all the other teams), but only the most trusted members must be elected to have the permissions to moderate comments, enforce penalties and ban users.

When you click on this section you are presented with a list of 2 options:

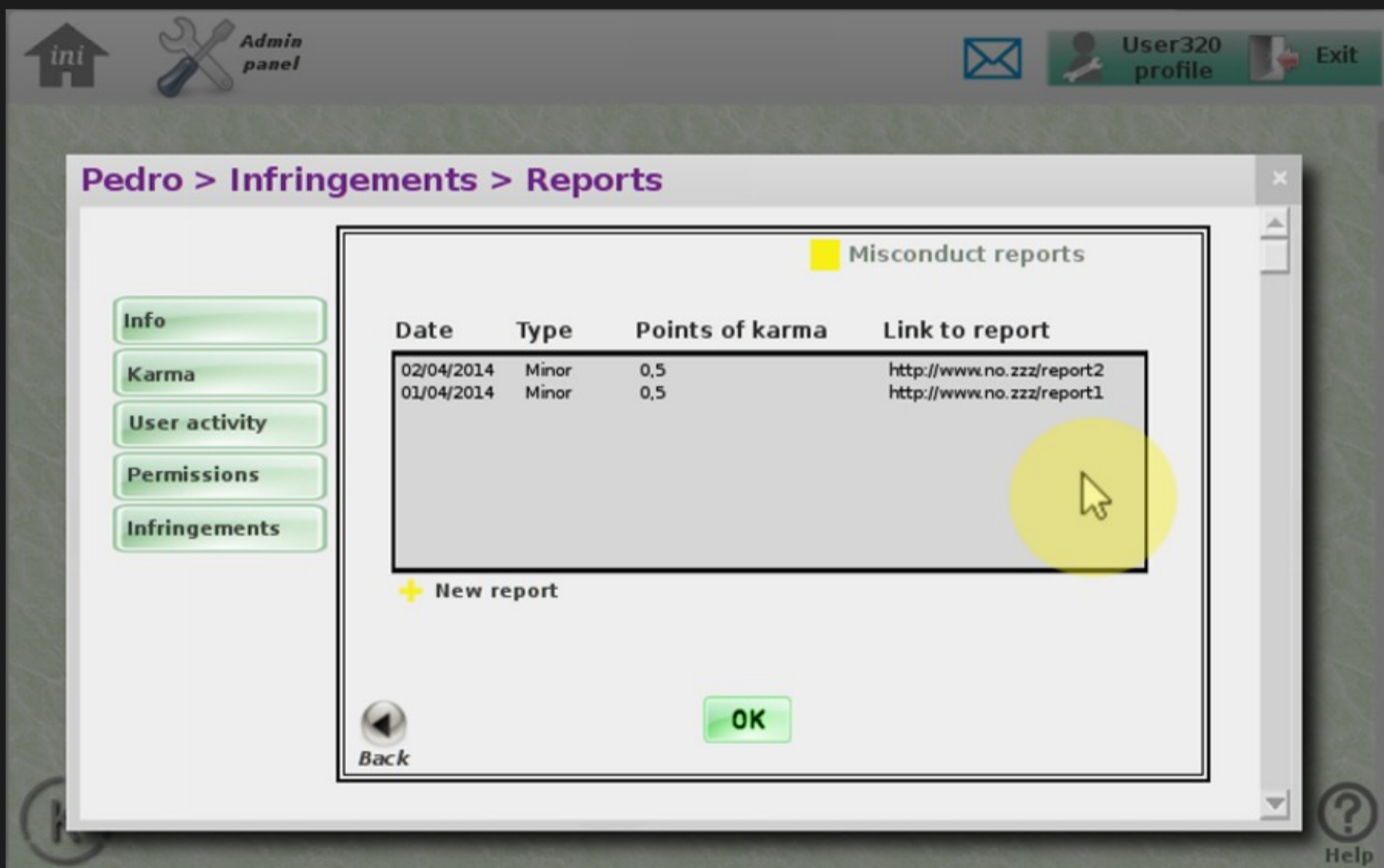
- Misconduct reports.
- Ban user.



### Misconduct reports.

This is used to penalize members who violate the rules of conduct. Penalties subtract points from the C1 variable, which in turn is part of the karma of users of the application. When the moderation team decides to penalize a user for a misconduct, the team issues a report and then one of the moderators who have moderation permissions proceeds to execute the penalty in this section.

When you click on “Misconduct reports” in Pedro's profile you can see the following:

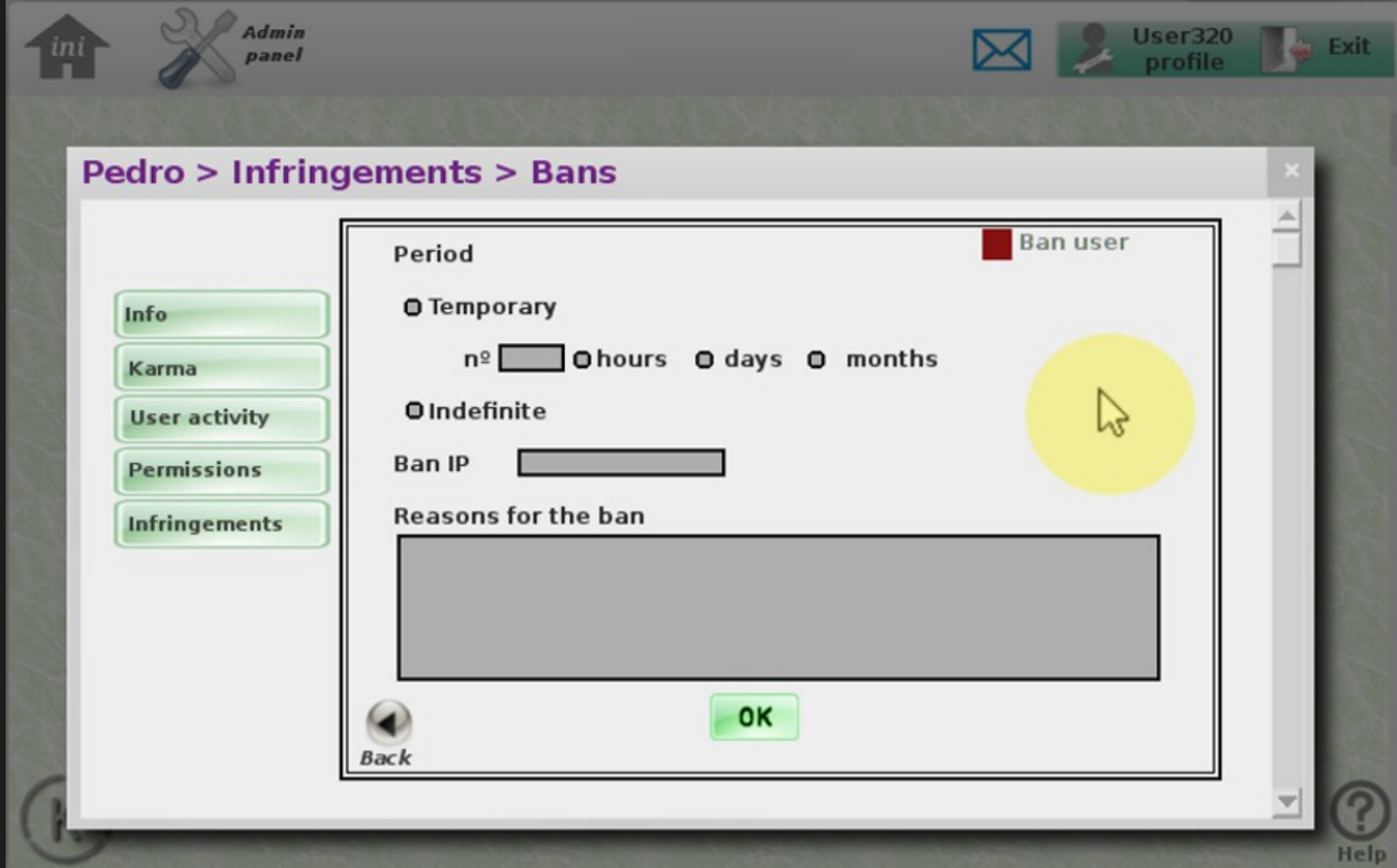


As shown, Pedro has committed two minor infringements during the 2<sup>nd</sup> quarter, which implies that the C1 variable for the 3<sup>rd</sup> quarter will be reduced by 1 point, and therefore Peter will see a reduction in his karma in all the teams during the 3<sup>rd</sup> quarter.

If a moderator needs to add a misconduct report on Pedro, the moderator has to click on "New report" and fill in the form.

### Ban User.

Bans are executed only in extreme situations due to the seriousness or repetition of misconduct.



The moderator has to set the ban period and also explain the reasons for the ban.

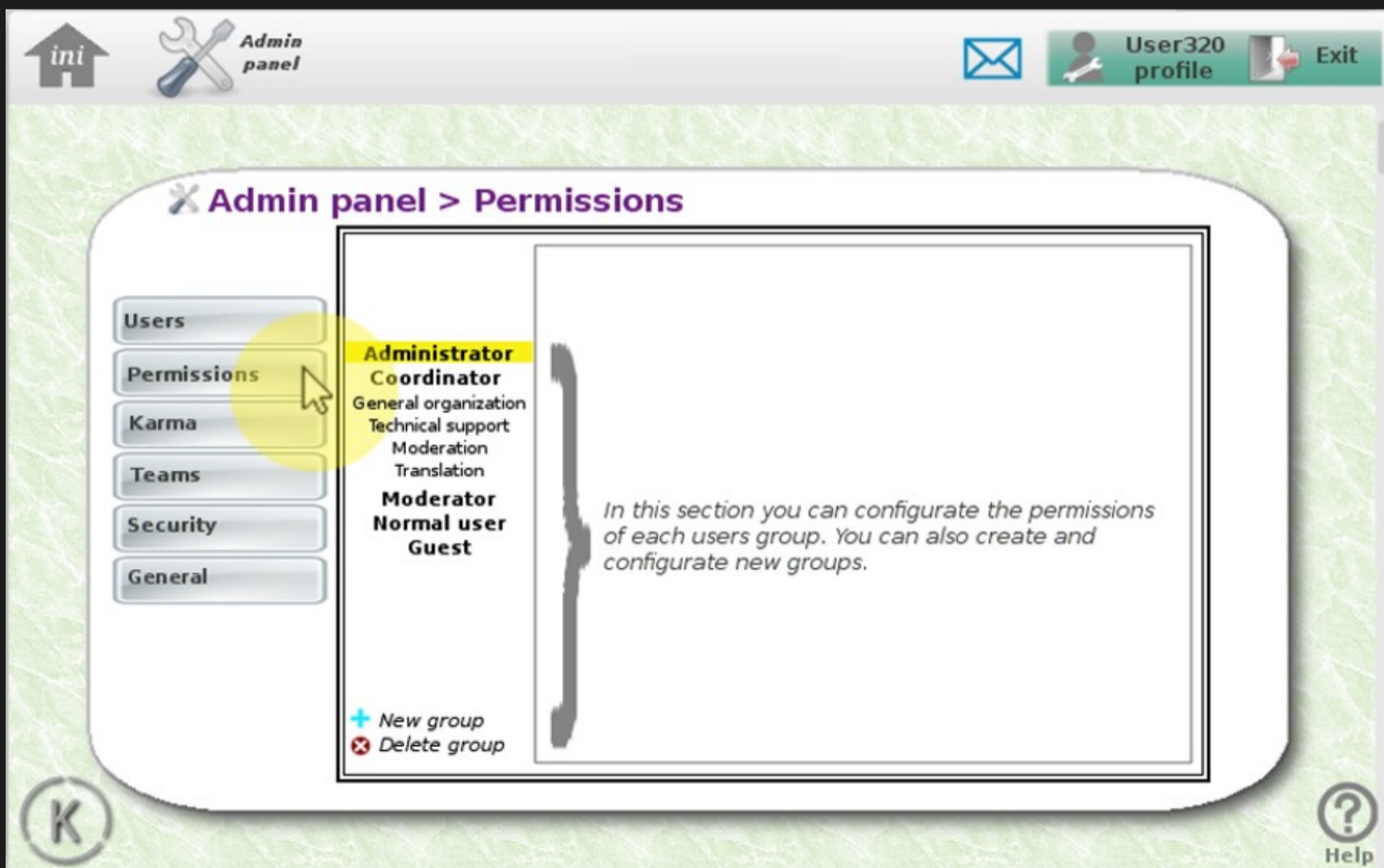
[\[Go to index\]](#)

### **[3.2.2] PERMISSIONS.**

#### **[3.2.2.0] Introduction.**

Let's see now the second section of the administration panel, that is, "Permissions". This section is where the various groups of users of the platform and the permissions of each group are set.

The permissions that the various groups have are not a carte blanche for users to do whatever they want, they come with a responsibility and they should only be used to implement the decisions taken by the members of the organization.

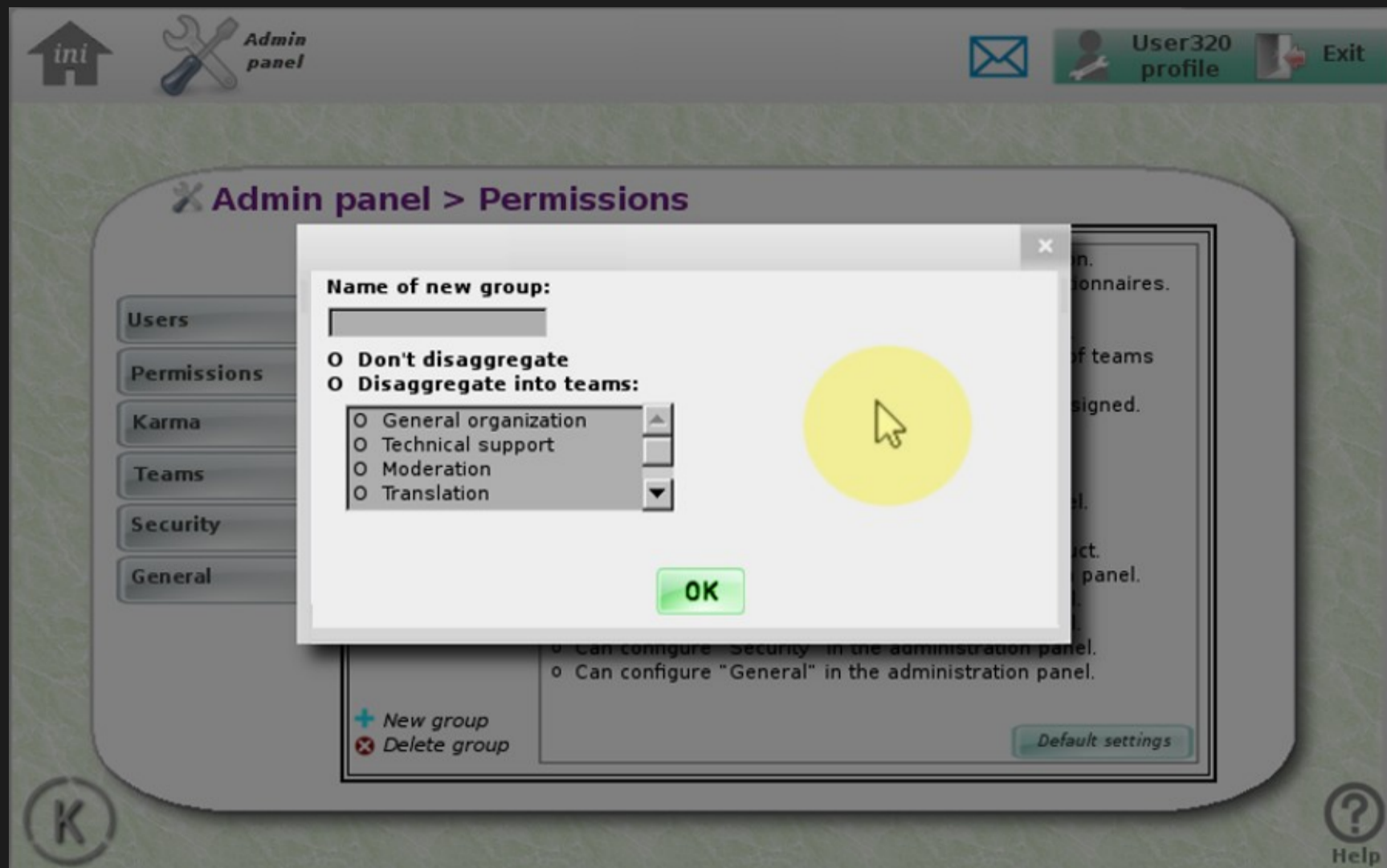


The management of the "Permissions" section in the administration panel is performed, in principle, by the administrators group of the application.

The groups that are predefined are:

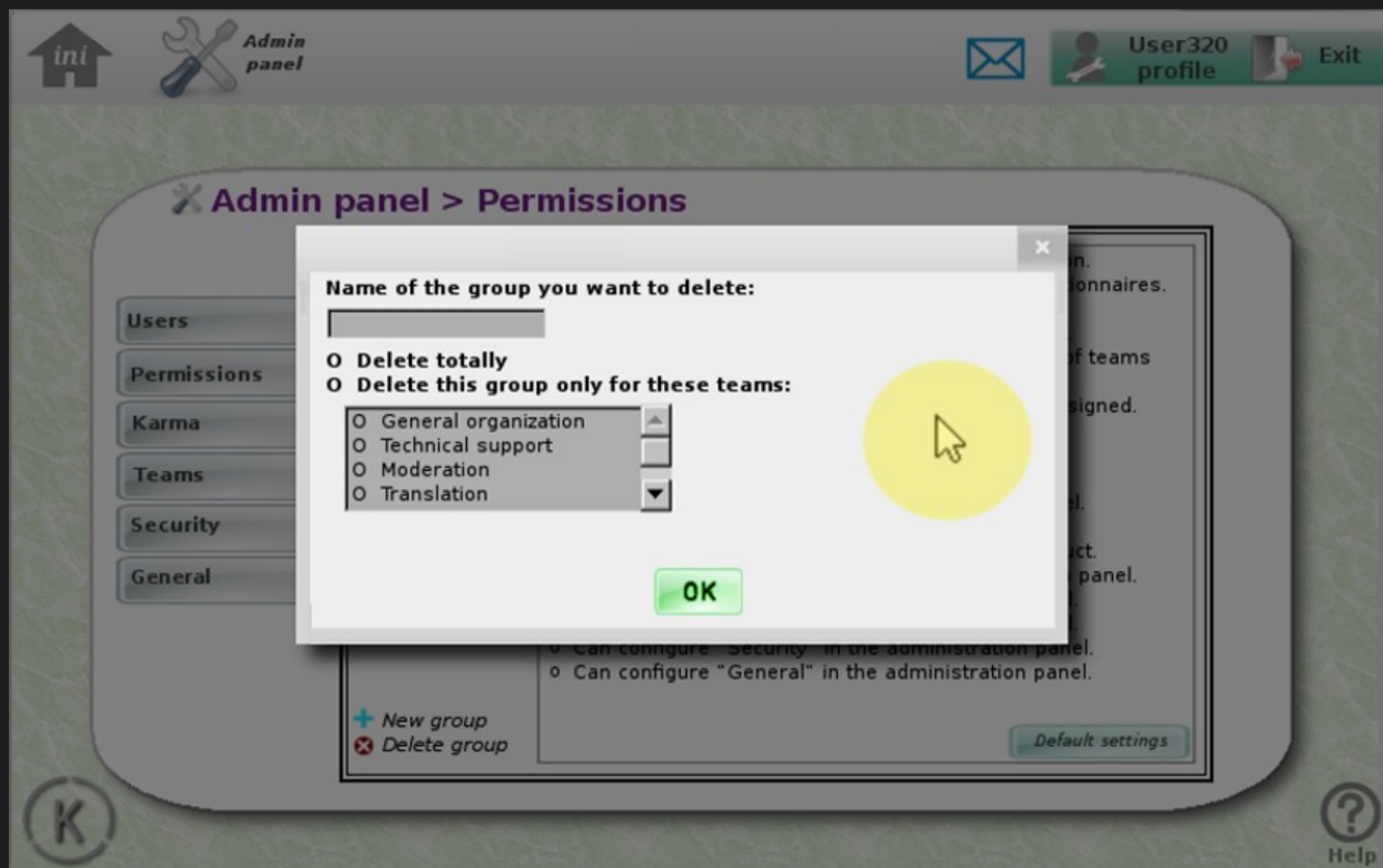
- Administrator.
- Coordinator.
- Moderator.
- Normal user.

New groups can be created according to the specific needs of the organization. To do that, an administrator has to click on “New group”:



As you see, the groups created can be disaggregated by team. For example, the "coordinator" group is broken down into teams (general organization, technical support, moderation and translation). This allows you to assign specific permissions to each (for example, the coordinators of the general organization team will have more permissions assigned than other teams in order to fulfill their functions).

Groups can be eliminated. To do that, an administrator has to click on “Delete group”:



In principle, it is not advisable to delete any of the groups that are predefined in the administration panel.

Let's see now the permissions assigned by default to each user group:

### **[3.2.2.1] Administrator.**

**Admin panel > Permissions**

**Users**

**Permissions**

**Karma**

**Teams**

**Security**

**General**

**Administrator**

**Coordinator**

General organization  
Technical support  
Moderation  
Translation

**Moderator**

**Normal user**

**Guest**

- Can see the activities taking place in the application.
- Can participate in decision and assessment questionnaires.
- Can manage periodic assessment questionnaires.
- Can manage activity assessment questionnaires of teams assigned.
- Can manage decision questionnaires of teams assigned.
- Can moderate comments.
- Can see the administration panel.
- Can approve new users in the administration panel.
- Can change the group which users belong to.
- Can impose penalties and ban users for misconduct.
- Can configure "Permissions" in the administration panel.
- Can configure "Karma" in the administration panel.
- Can configure "Teams" in the administration panel.
- Can configure "Security" in the administration panel.
- Can configure "General" in the administration panel.

+ New group  
x Delete group

Default settings

Help

By default, an administrator:

- Can see the activities taking place in the application.
- Can participate in decision and assessment questionnaires.
- Can see the administration panel.
- Can configure "Permissions" in the administration panel.
- Can configure "Karma" in the administration panel.
- Can configure "Teams" in the administration panel.
- Can configure "Security" in the administration panel.
- Can configure "General" in the administration panel.

### [3.2.2.2] Coordinator.

As you can see, the group of coordinators is broken down into teams, which allows administrators to assign specific permissions depending on the team:

**Admin panel > Permissions**

**Users**

**Permissions**

**Karma**

**Teams**

**Security**

**General**

**Administrator**

**Coordinator**

General organization  
Technical support  
Moderation  
Translation

**Moderator**

**Normal user**

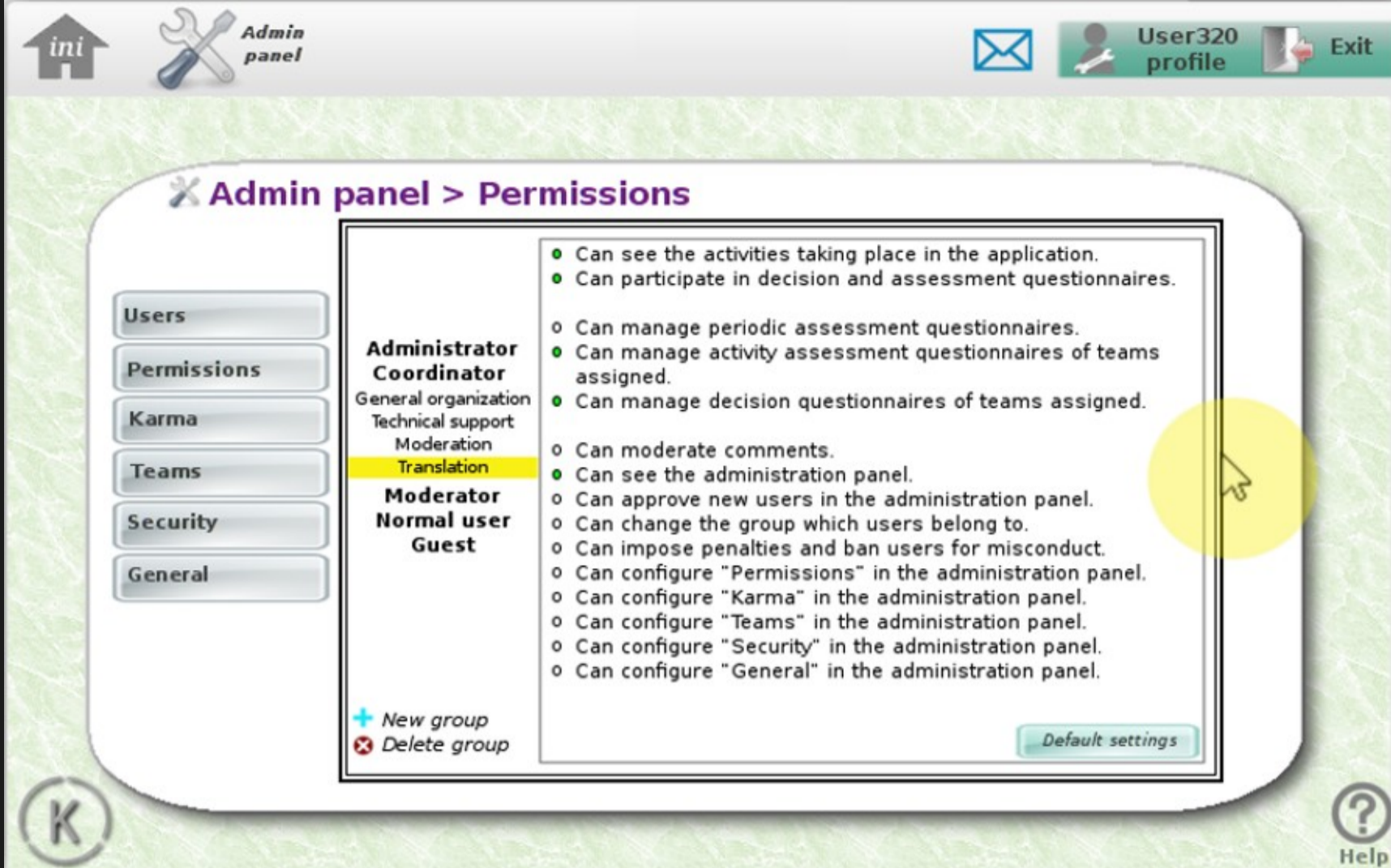
**Guest**

Select team

+ New group  
x Delete group

Help

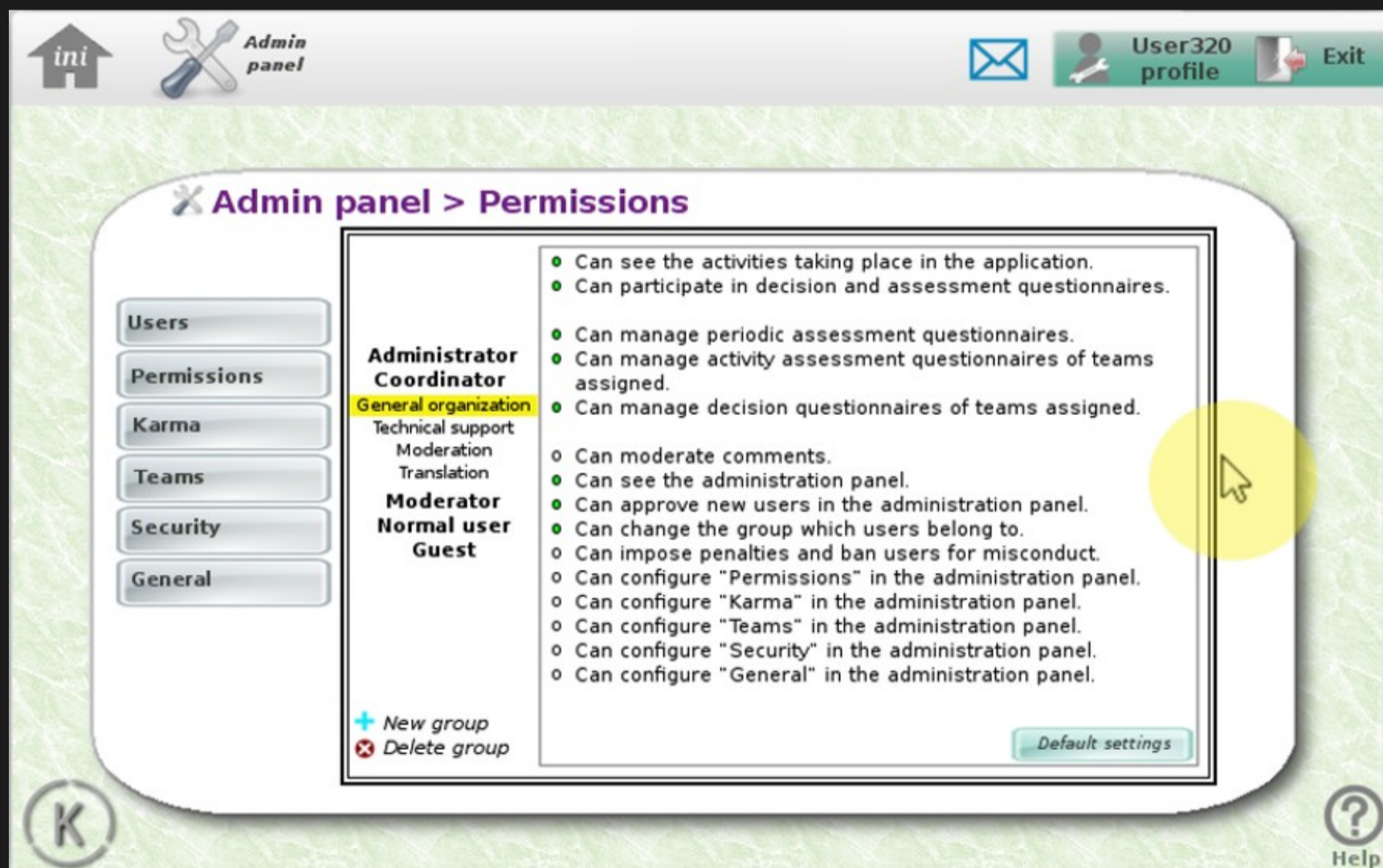
All team coordinators, except coordinators of the general organization team, are preset with the same permissions. For example, translation team coordinators have the following permissions:



So, by default, a translation team coordinator:

- Can see the activities taking place in the application.
- Can participate in decision and assessment questionnaires.
- Can manage activity assessment questionnaires of the team he/she coordinates.
- Can manage decision questionnaires of the team he/she coordinates.
- Can see the administration panel.

For its part, the group of **coordinators of the general organization team**, is preset with some additional permissions:



So, by default, a coordinator of the general organization team:

- Can see the activities taking place in the application.
- Can participate in decision and assessment questionnaires.
- Can manage periodic assessment questionnaires.
- Can manage activity assessment questionnaires of the team he/she coordinates.
- Can manage decision questionnaires of the team he/she coordinates.
- Can see the administration panel.
- Can approve new users in the administration panel.
- Can change the group which users belong to.

### [3.2.2.3] Moderator.

**Admin panel > Permissions**

**Users**  
**Permissions**  
**Karma**  
**Teams**  
**Security**  
**General**

**Administrator**  
 General organization  
 Technical support  
 Moderation  
 Translation

**Moderator**  
**Normal user**  
**Guest**

- Can see the activities taking place in the application.
- Can participate in decision and assessment questionnaires.
- Can manage periodic assessment questionnaires.
- Can manage activity assessment questionnaires of teams assigned.
- Can manage decision questionnaires of teams assigned.
- Can moderate comments.
- Can see the administration panel.
- Can approve new users in the administration panel.
- Can change the group which users belong to.
- Can impose penalties and ban users for misconduct.
- Can configure "Permissions" in the administration panel.
- Can configure "Karma" in the administration panel.
- Can configure "Teams" in the administration panel.
- Can configure "Security" in the administration panel.
- Can configure "General" in the administration panel.

+ New group  
 ✖ Delete group

Default settings

Help

By default, a moderator:

- Can see the activities taking place in the application.
- Can participate in decision and assessment questionnaires.
- Can moderate comments.
- Can see the administration panel.
- Can impose penalties and ban users for misconduct.

#### [3.2.2.4] Normal user.

**Admin panel > Permissions**

**Users**  
**Permissions**  
**Karma**  
**Teams**  
**Security**  
**General**

**Administrator**  
 General organization  
 Technical support  
 Moderation  
 Translation

**Moderator**  
**Normal user**  
**Guest**

- Can see the activities taking place in the application.
- Can participate in decision and assessment questionnaires.
- Can manage periodic assessment questionnaires.
- Can manage activity assessment questionnaires of teams assigned.
- Can manage decision questionnaires of teams assigned.
- Can moderate comments.
- Can see the administration panel.
- Can approve new users in the administration panel.
- Can change the group which users belong to.
- Can impose penalties and ban users for misconduct.
- Can configure "Permissions" in the administration panel.
- Can configure "Karma" in the administration panel.
- Can configure "Teams" in the administration panel.
- Can configure "Security" in the administration panel.
- Can configure "General" in the administration panel.

+ New group  
 ✖ Delete group

Default settings

Help

By default, a normal user:

- Can see the activities taking place in the application.
- Can participate in decision and assessment questionnaires.
- Can see the administration panel.

#### [3.2.2.5] Guest.

**Admin panel > Permissions**

**Users**  
**Permissions**  
**Karma**  
**Teams**  
**Security**  
**General**

**Administrator**  
 General organization  
 Technical support  
 Moderation  
 Translation

**Moderator**  
**Normal user**  
**Guest**

- Can see the activities taking place in the application.
- Can participate in decision and assessment questionnaires.
- Can manage periodic assessment questionnaires.
- Can manage activity assessment questionnaires of teams assigned.
- Can manage decision questionnaires of teams assigned.
- Can moderate comments.
- Can see the administration panel.
- Can approve new users in the administration panel.
- Can change the group which users belong to.
- Can impose penalties and ban users for misconduct.
- Can configure "Permissions" in the administration panel.
- Can configure "Karma" in the administration panel.
- Can configure "Teams" in the administration panel.
- Can configure "Security" in the administration panel.
- Can configure "General" in the administration panel.

+ New group  
 ✕ Delete group

Default settings

Help

By default, a guest can see the activities taking place in the platform, but cannot not participate actively.

[\[Go to index\]](#)

### [3.2.3] KARMA.

The third section in the administration panel is the "Karma" section. In principle, it is managed by the administrators group of the application. It is not advisable to change the configuration of this section unless you really know what you're doing and the impact on the calculation of karma.

In the "Karma" section administrators configure how the variables that determine the karma of users are calculated. As you can see, there is a long list of variables:

**Admin panel > Karma**

**Users**  
**Permissions**  
**Karma**  
**Teams**  
**Security**  
**General**

**PV**  
**PM**  
**PT1A**  
**PmT1A**  
**T1A task**  
**PT1B**  
**PmT1B**  
**T1B task**  
**PT1C**  
**PmT1C**  
**T1C task**  
**PT1D**  
**PaT1D pre task**

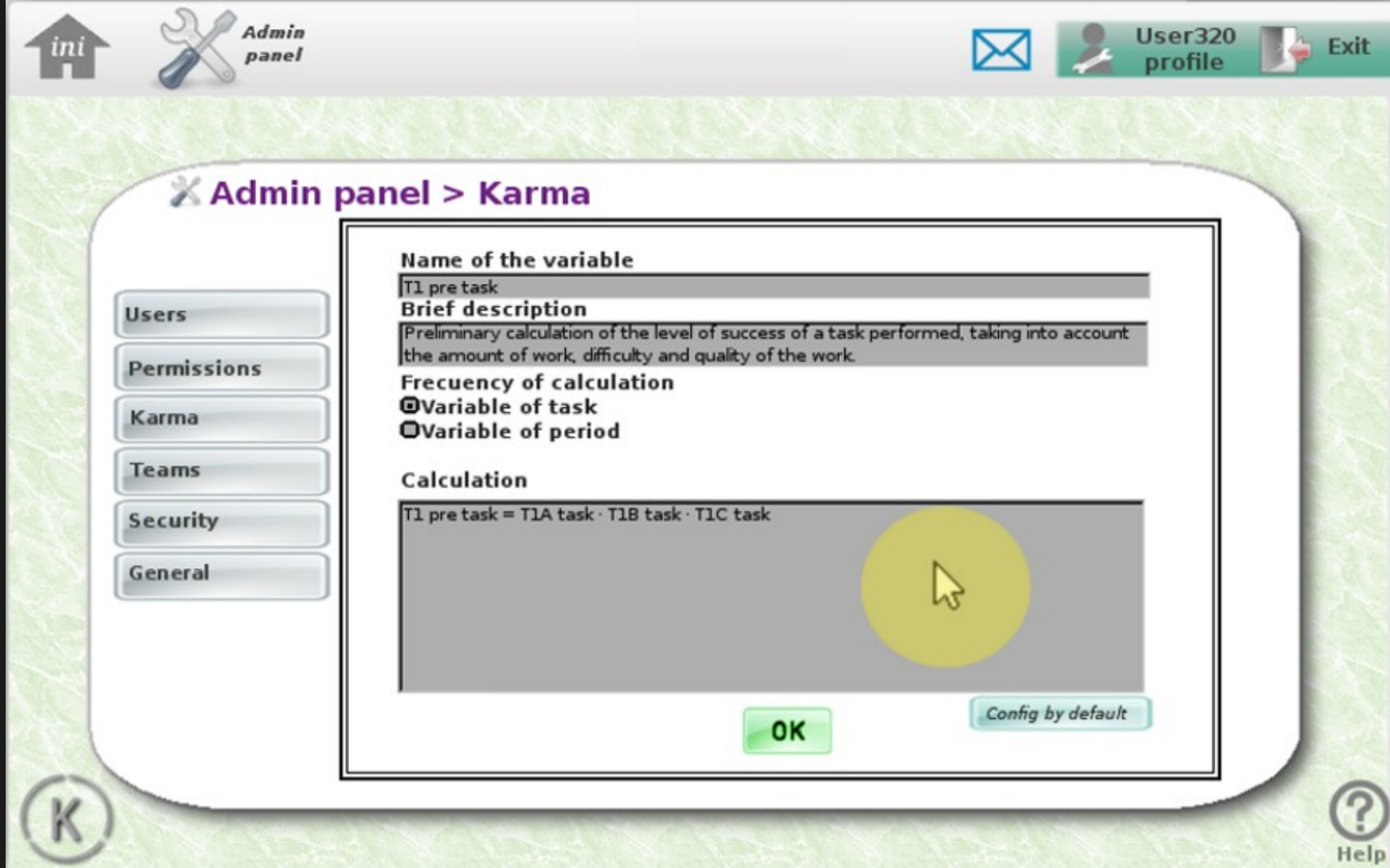
**PaT1D final task**  
**T1D pre task**  
**T1D final task**  
**T1 pre task**  
**T1 final task**  
**T1D period**  
**T1 pre period**  
**T1 final period**  
**PT2**  
**PmT2**  
**T2 pre**  
**T2 final**  
**P1**

**NP1**  
**P2**  
**NP2**  
**P3**  
**NP3**  
**PIA**  
**C1 pre period**  
**C1 final period**  
**PC2**  
**PmC2**  
**C2 pre**  
**C2 final**  
**KARMA TOTAL**

*In this section you can configure how the variables that determine the karma are calculated. Don't change anything if you don't know what you are doing. If you have problems after applying changes, you can go to the "KARMA TOTAL" variable and restore the default configuration.*

Help

If, for example, you click on the variable "T1 pre task", (preliminary T1 of task), the application will show you something like this:



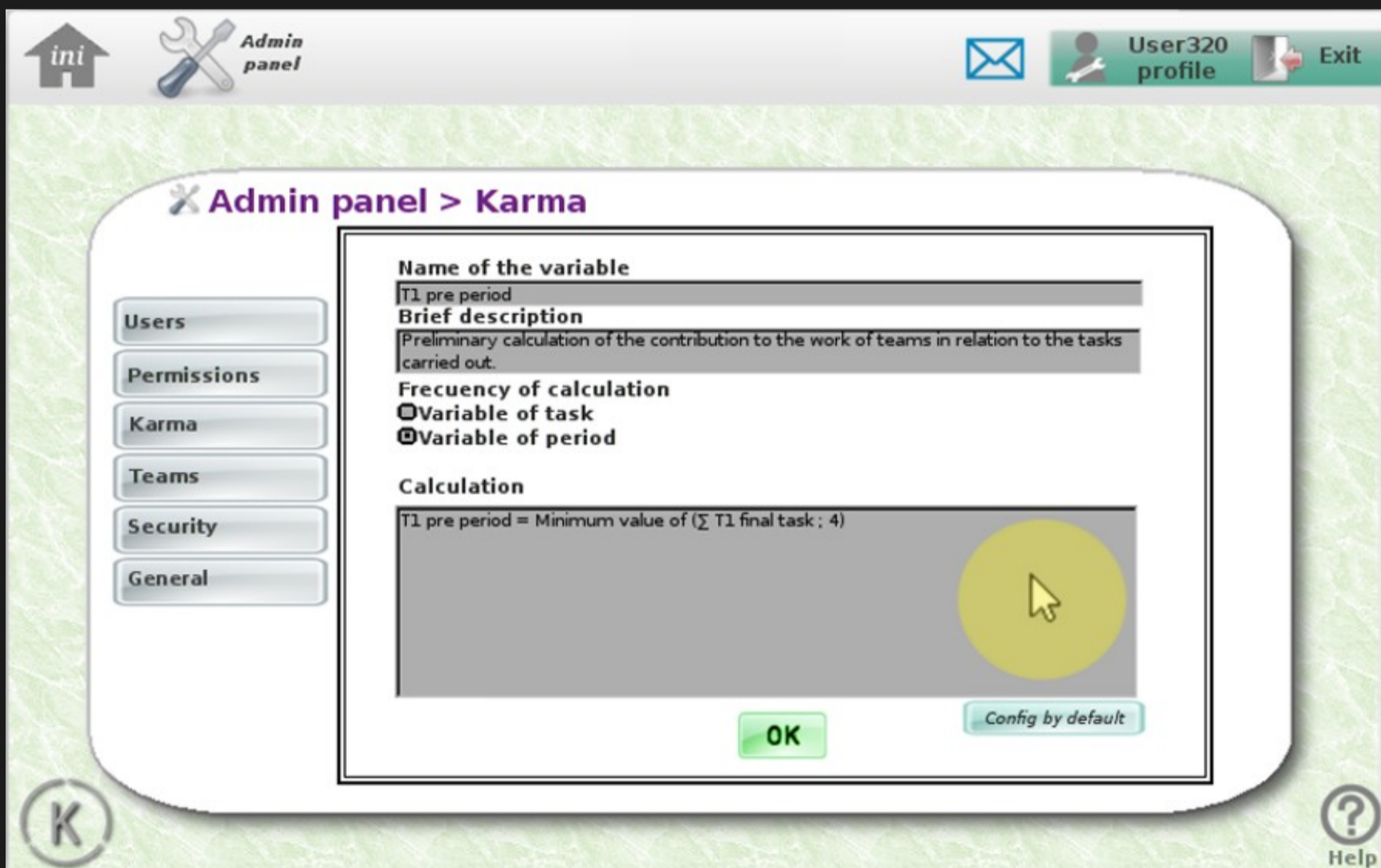
You are shown the name of the variable and a brief description of it.

You can also see that it is marked as a “variable of task”. Tasks are associated with a certain number of variables called “variables of task” in order to measure the level of success when performing a task. For example, every time a member carries out a task in a team, the application generates, among other variables, a preliminary T1 of the task (that is, the “T1 pre task” variable showed in the picture above), that quantifies the performance of the task, which allows to calculate the karma of the member who has carried out the task in that team at the end of the evaluation period (usually at the end of the quarter).

The application also shows the formula used to calculate the value of the variable.

Finally, in the bottom right corner, a button gives you the option of returning to the configuration by default if you have changed any of the fields of the configuration of the variable and you want to return to the original configuration.

· Let's return to the list of variables and, for example, click on the “T1 pre period” variable (ie, preliminary T1 for the period):



Firstly, you are shown the name of the variable and a brief description of it.

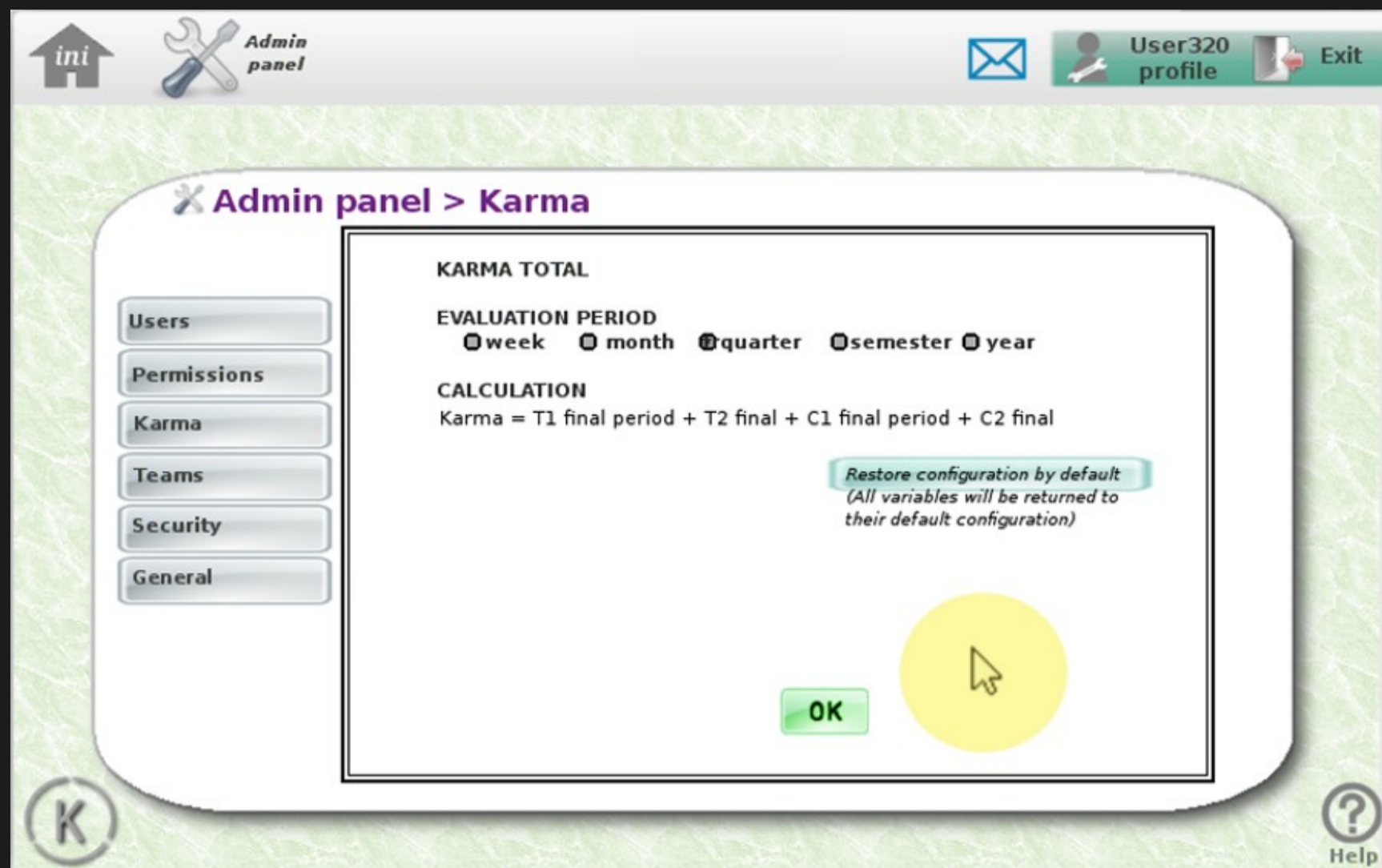
You can also see that it is marked as a “variable of period”. At the end of each period the data collected during the period is used to calculate some variables for the period, allowing the application to calculate the karmas of members in each team.

The application also shows the formula used to calculate the value of the variable. As shown, “T1 pre period” is calculated using the scores obtained in the tasks carried out.

Finally, you can see a button that gives you the possibility to return to the configuration by default if

you have changed any of the fields of the configuration of the variable and you want to return to the original configuration.

· Now let's return again to the list of variables and click on the "KARMA TOTAL" variable:



As shown, the information on this variable is displayed in a different way.

You are given the option to choose how often the karma is calculated (evaluation period). In this case administrators have chosen calculation on a quarterly basis, therefore the final variables that determine karma will be calculated quarterly.

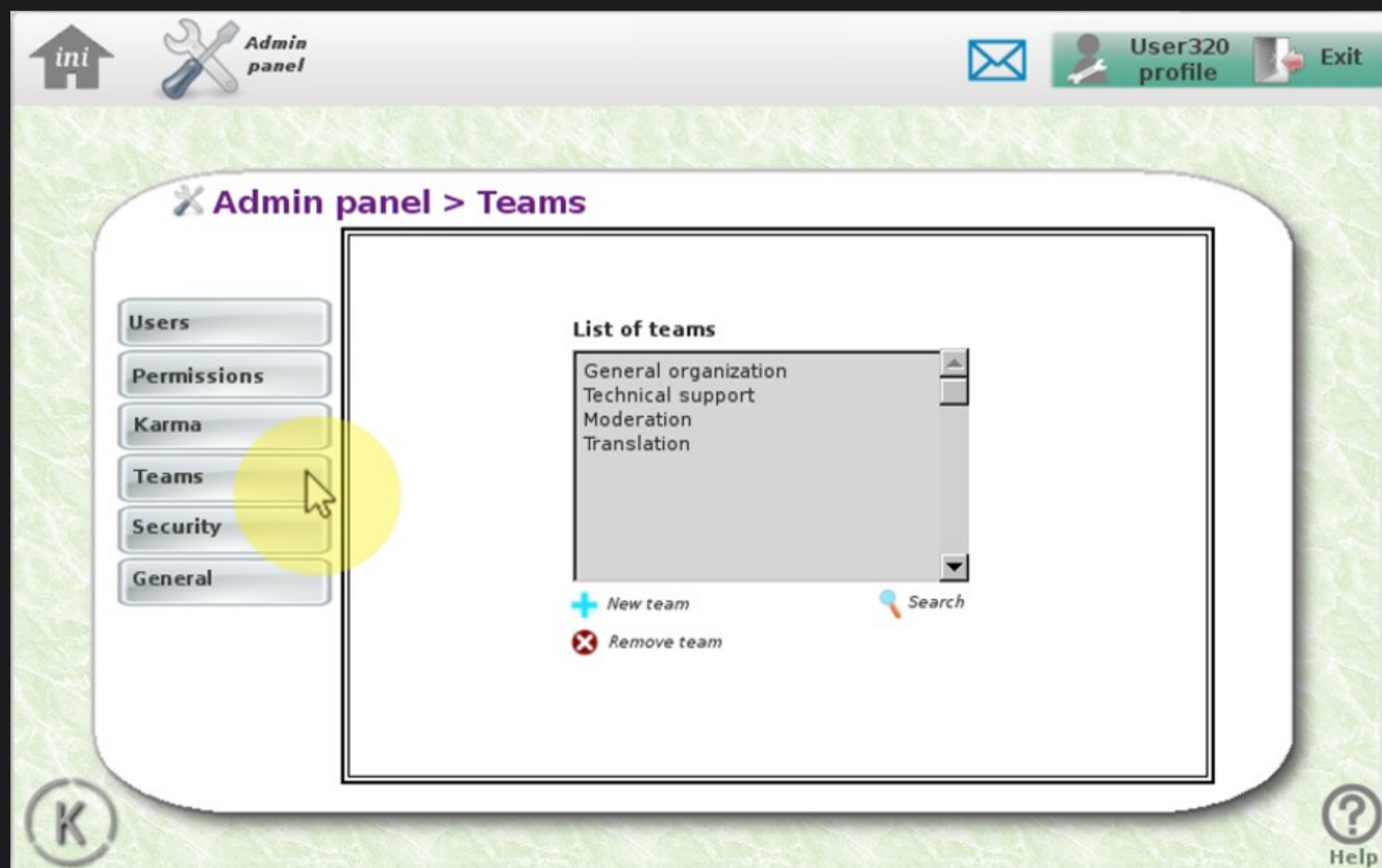
You are also shown how the karma is calculated, that is, the formula.

Finally, there is a button that allows you to return to the default settings in the calculation of all variables, if you have been making changes and want to return to the default configuration.

[\[Go to index\]](#)

#### [3.2.4] TEAMS.

In the "Teams" section of the administration panel the application displays something like this:



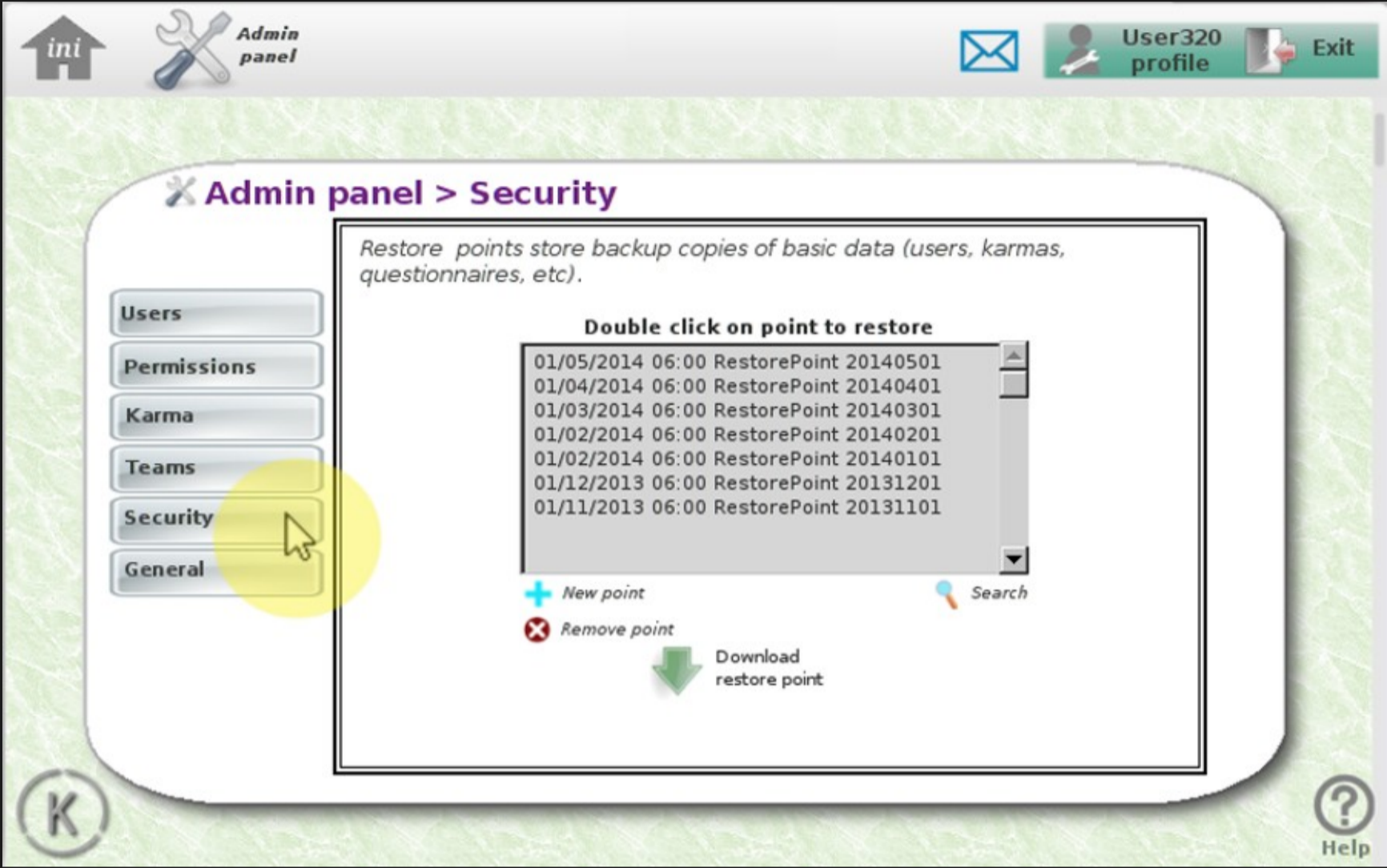
A list of teams is shown. You can search, add or remove teams. As said before, each member will have a karma in each team, which will depend on their participation in each of them.

In principle, the teams section in the administration panel is managed by the group of administrators of the application.

[\[Go to index\]](#)

**[3.2.5] SECURITY.**

This section of the administration panel is used to basically manage the restore points containing backups of the basic data of the application and its users. It's basically a way to ensure data recovery in case a "disaster" occurs.



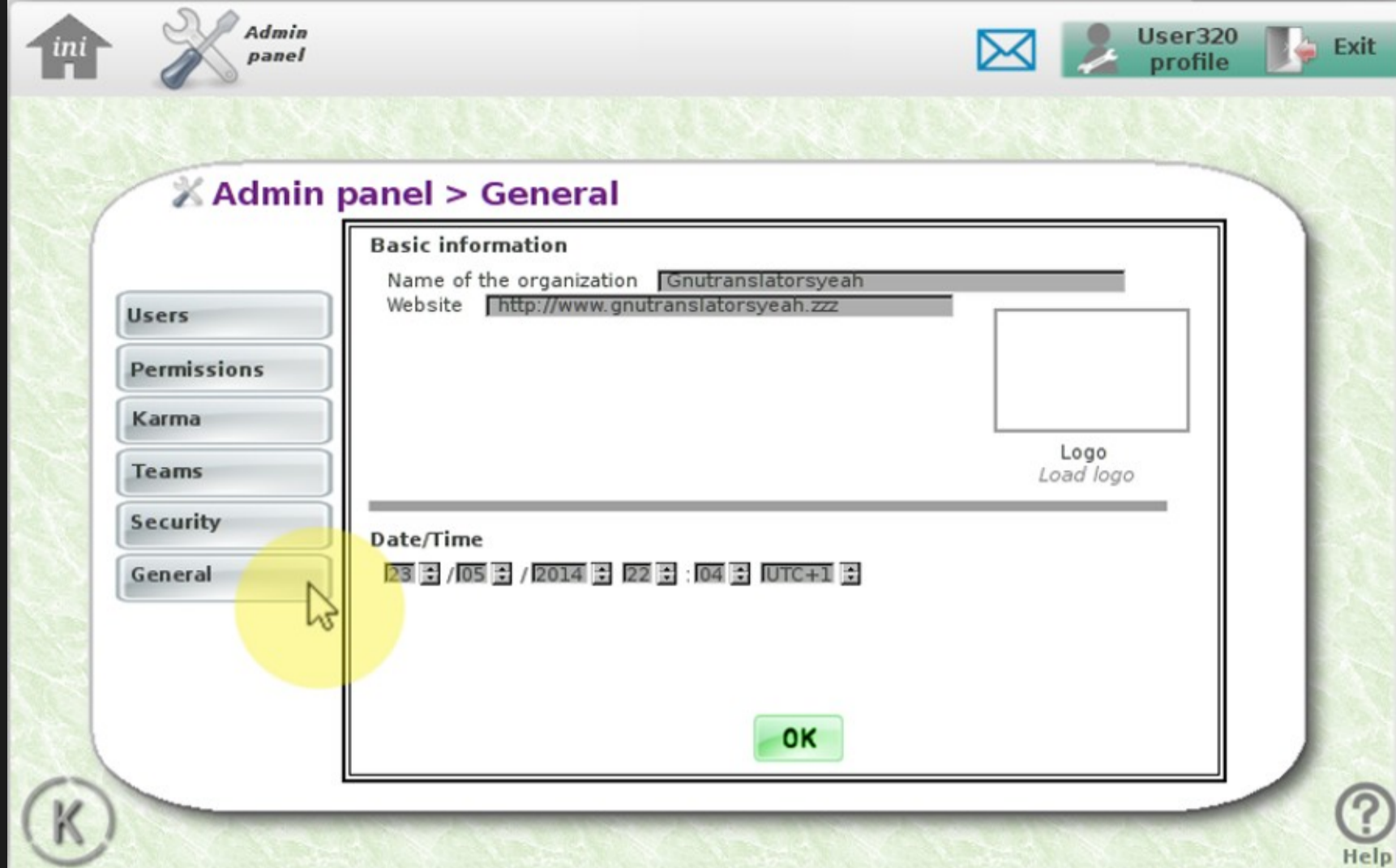
Restore points are created periodically automatically, but can also be purposely created by the group of administrators of the application.

Although in principle the management of restore points is performed by the administrators group of the application, it is desirable that coordinators and moderators can also download the backup copies of restore points.

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**[3.2.6] GENERAL.**

This section, which is managed by the group of administrators of the application, shows basic information about the organization that is using the application, date, time, etc.

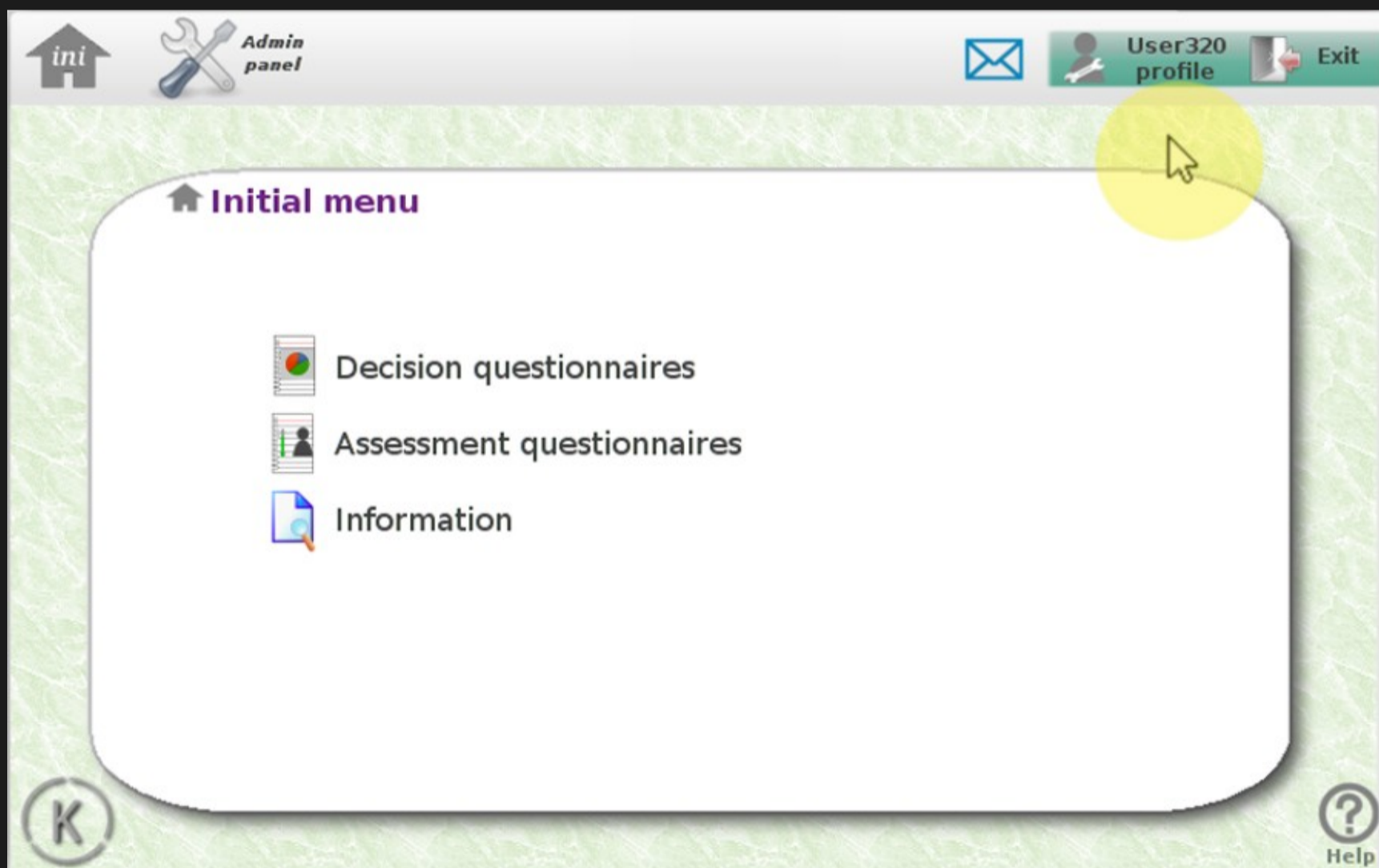


[\[Go to index\]](#)

### **[3.3] USER PROFILE.**

#### **[3.3.0] INTRODUCTION.**


To access your own user profile, you have to click on the corresponding icon at the top right corner of the application screen. For example, if User320 wants to access his user profile:





#### **[3.3.1] INFO.**


Note that there are some sections in users profiles: "Info", "Karma", "User activity", "Permissions" and "Infringements".


The first section that is shown is "Info", where users can see their basic information. In principle it is advisable that only users can edit their own basic info.

 ini

 Admin panel



 User320 profile

 Exit

Info > Users profiles > User320 > Info

Info

Karma

User activity

Permissions

Infringements

Name

Minombre

Surname

Apellido1 Apellido2

Nickname

User320

email

micorreo@zzzz.zzz

Additional info

Developer. I participate in the tech support team and general organization team.

Password

\*\*\*\*\*

New password

Confirm new password

  
Change avatar

IP 000.00.000.0  
Remove my user

OK





 Help


[\[Go to index\]](#)


### [3.3.2] KARMA.


The next section in users profiles is the “Karma” section:

 ini

 Admin panel



 User320 profile

 Exit

Info > Users profiles > User320 > Karma

Info

Karma

User activity

Permissions

Infringements

Period

2nd quarter 2014

1st quarter 2014

4th quarter 2013

Search qtr  year

VARIABLES	General organization	Technical support	Moderation	Translation	Conduct
T1	0,69	1,07	0,00	0,00	
T2	1,10	1,42	1,00	0,96	
C1					2,00
C2					1,22
Total karma	5,01	5,70	4,22	4,18	

In this section you can see User320's karma in the various teams. These karmas are basically the weight of User320's vote when making decisions in each team. For example, for the 2nd quarter of 2014, User320's karma in the technical support team is greater than his karma in the translation team, therefore his weight in the decision-making will be greater in the technical support team than in the translation team.

The karma valid for a period is calculated from the scores obtained in the assessments of the activities carried out during the previous period. Thus, the karmas shown for the 2nd quarter of 2014 are the result of the assessment that the rest of members have made on User320's work and conduct during the 1<sup>st</sup> quarter of 2014.

The karma depends on these variables:

- T1. Continuous evaluation of the activities performed during the last period (usually a quarter). When User320 performs an activity in a team and the activity is published in an activity assessment questionnaire, it is evaluated by the rest members. At the end of the quarter all the scores obtained from the activities performed are taken into account to calculate the T1 variable for the quarter in each team.

For example, you can see that User320 seems to have done some tasks in the technical support team, then other members evaluated his activity and he got 1.07 points in the technical support

team. On the other hand, it seems that he hasn't carried out successfully relevant activities in the moderation and translation teams during the period evaluated.

- T2. Assessment of the overall contribution to the work in each team. Apart from the continuous evaluation, at the end of each period (normally a quarter) members are asked to assess the overall contribution of each member to the work in each team. (everything is taken into account, including the occasional help to peers, commitment to teamwork, accredited knowledge in various disciplines, etc.).

You can see that the team where User320 has obtained a better evaluation for his overall contribution is the technical support team (1.42 points). Note that, for example, despite not having performed apparently relevant translation activities, some members wanted to give 0.96 points of T2 to User320 in this team as a reward for his occasional help, accredited knowledge, etc.

- C1. Assessment of the overall conduct in the the whole organization, according to misconduct reports. In principle, if a member has not committed any misconduct, he/she has 2 points of C1. If there have been infringements of the rules of conduct and these are found by the moderators, it will mean that some points will be subtracted to C1, depending on the seriousness of the misconducts.

As you can see, User320 has not committed any misconduct during the 1st quarter of 2014, so he has obtained 2 points of C1 for the 2nd quarter.


- C2. Assessment of the overall conduct of a member in the the whole organization, according to periodic assessment questionnaires. Apart from the C1 variable, which depends on misconduct reports issued by the moderation team, at the end of each period (normally a quarter) members are asked to assess the overall conduct of each member in the organization as a whole.


As you can see, members have rated User320's overall conduct and he's got 1.22 points as a result of the evaluation.


As a result, User320 has obtained the following karmas for the 2nd quarter of 2014 in the various teams:

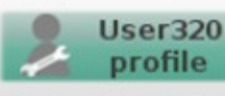
- Karma in the general organization team = T1 in general organization (0.69) + T2 in general organization (1.10) + C1 (2.00) + C2 (1.22) = 5.01 points.
- Karma in the technical support team = T1 in technical support (1.07) + T2 in technical support (1.42) + C1 (2.00) + C2 (1.22) = 5.70 points.
- Karma in the moderation team = T1 in moderation (0.00) + T2 in moderation (1.00) + C1 (2.00) + C2 (1.22) = 4.22 points.
- Karma in the translation team = T1 in translation (0.00) + T2 in translation (0.96) + C1 (2.00) + C2 (1.22) = 4.18 points.


If you click on the 4th quarter of 2013, you'll see the following:

 ini

 Admin panel



 User320 profile

 Exit

Info > Users profiles > User320 > Karma

Info

Karma

User activity

Permissions

Infringements

Period

2nd quarter 2014


1st quarter 2014


4th quarter 2013

Search qtr

year

VARIABLES	General organization	Technical support	Moderation	Translation	Conduct
T1	0,00	0,00	0,00	0,00	
T2	0,00	0,00	0,00	0,00	
C1					2,00
C2					0,00
Total karma	2,00	2,00	2,00	2,00	



 Help

Since that's the quarter when User320 started participating in the teams of the organization, you can see that his karma in the various teams is just 2 points (those 2 points come from the C1 variable).

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**[3.3.3] USER ACTIVITY.**

The importance of this section comes from the need for a transparent system and an proper flow of information to support decision-making and ensure accountability.

When you click on “User activity” the application displays something like this:

**Info > Users profiles > User320 > Activity**

**Info**  
**Karma**  
**User activity**  
**Permissions**  
**Infringements**

3/07/2014 18:59  
User320 participated in "Periodic assessment questionnaire valid for the 3rd quarter of 2014".

21/05/2014 12:24  
User320 rated Pedro's activity "Quick translation of Abby Martin's article".

15/05/2014 23:50  
User320 rated Jubiloso's activity "Installation of Drupal website".

12/05/2014 22:45  
User320 participated in decision questionnaire "Installation of new web CMS".

11/05/2014 23:40  
User320 rated Jubiloso's activity "Attendance at tech support meeting".

02/05/2014 09:49  
User320 Posted activity "Admin panel - karma configuration".

02/05/2014 09:45  
User320 changed the configuration in the "Karma" section in "Administration panel".

15/04/2014 20:40  
User320 rated Gman's activity "Installation of Pootle".

☒ I want entries from the activity log to be sent to my email account

**K** **Help**

This section shows in detail User320's activity in the application.

The option of sending the entries from the activity log to one's email account is shown at the bottom. As you can see, User320 has requested to receive such information by email.

[\[Go to index\]](#)

### **[3.3.4] PERMISSIONS.**

**Info > Users profiles > User320 > Permissions**

**Info**  
**Karma**  
**User activity**  
**Permissions**  
**Infringements**

- Can see the activities taking place in the application.
- Can participate in decision and assessment questionnaires.
- Can see the administration panel.
- Can configure "Permissions" in the administration panel.
- Can configure "Karma" in the administration panel.
- Can configure "Teams" in the administration panel.
- Can configure "Security" in the administration panel.
- Can configure "General" in the administration panel.

Administrator

**OK**

**K** **Help**

There are several users groups. Each group has certain permissions for certain things in the application. The groups by default are the following: administrators, coordinators, moderators, normal users and guests.

User320 is an administrator, so he can:

- See the activities taking place in the application.
- Participate in decision and assessment questionnaires.
- See the administration panel.
- Configure "Permissions" in the administration panel.
- Configure "Karma" in the administration panel.
- Configure "Teams" in the administration panel.
- Configure "Security" in the administration panel.
- Configure "General" in the administration panel.

In principle, only the group of coordinators of the general organization team can assign a user to a group with special permissions (that is, administrator, coordinator, moderator). However, any user

who plays a key role (administrator, coordinator, moderator) can resign his/her position and assign himself/herself to the groups “normal user” or “guest”. Thus, in principle, only coordinators of the general organization team can assign User320 to a group of coordinators or moderators. However, User320 can resign and assign himself to the groups of normal users or guests.

[\[Go to index\]](#)

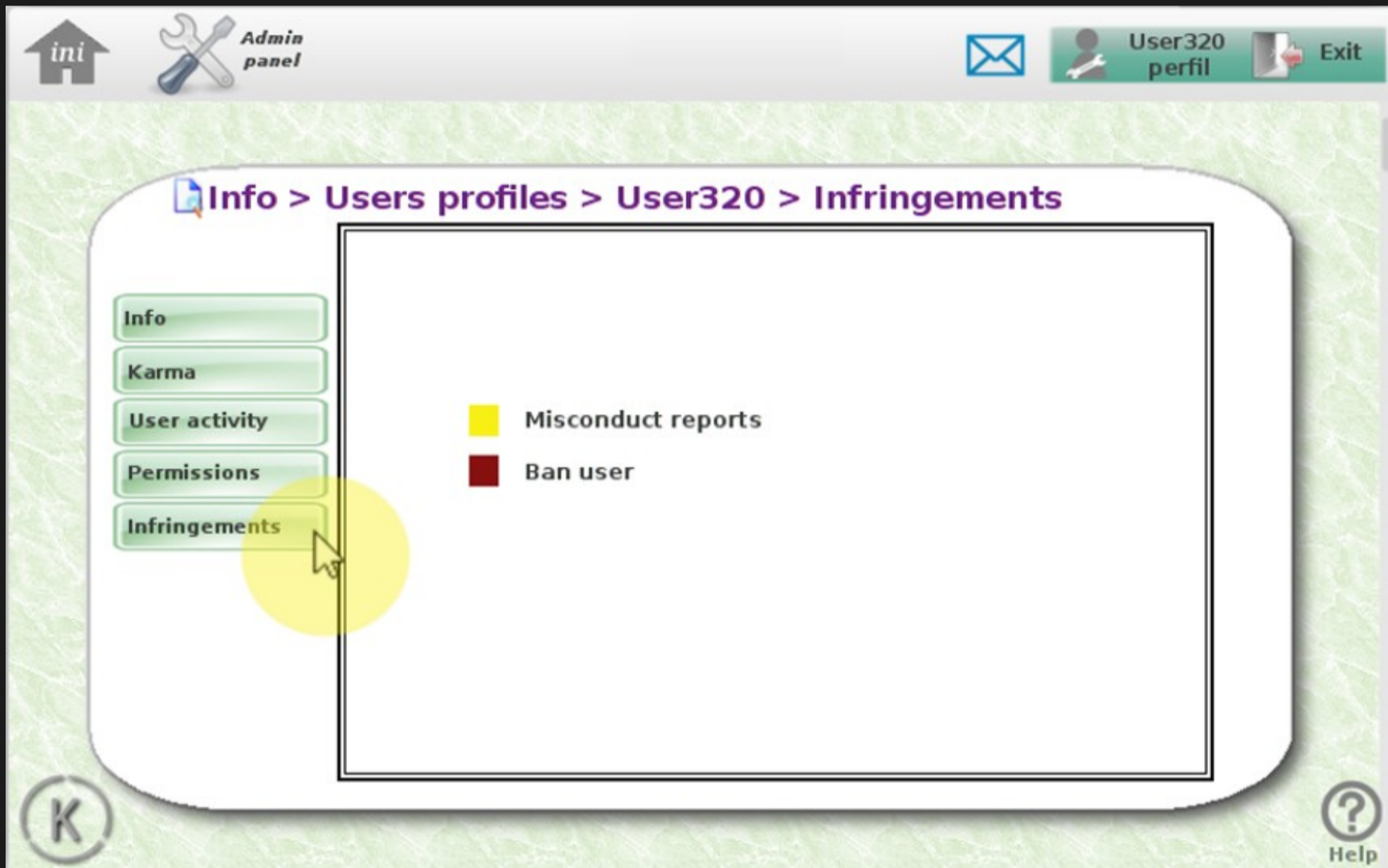
### **[3.3.5] INFRINGEMENTS.**

In infringements User320 can know whether he has been sanctioned or banned from the application for any misconduct.

It is recommended that the permissions to manage the “infringements” section should be assigned to the group of moderators of the application. We must clarify that all members can participate in the moderation team (like in all the other teams), but only the most trusted members must be elected to have the permissions to moderate comments, enforce penalties and ban users.

When you click on this section you are presented with a list of 2 options:

- Misconduct reports.
- Ban user.

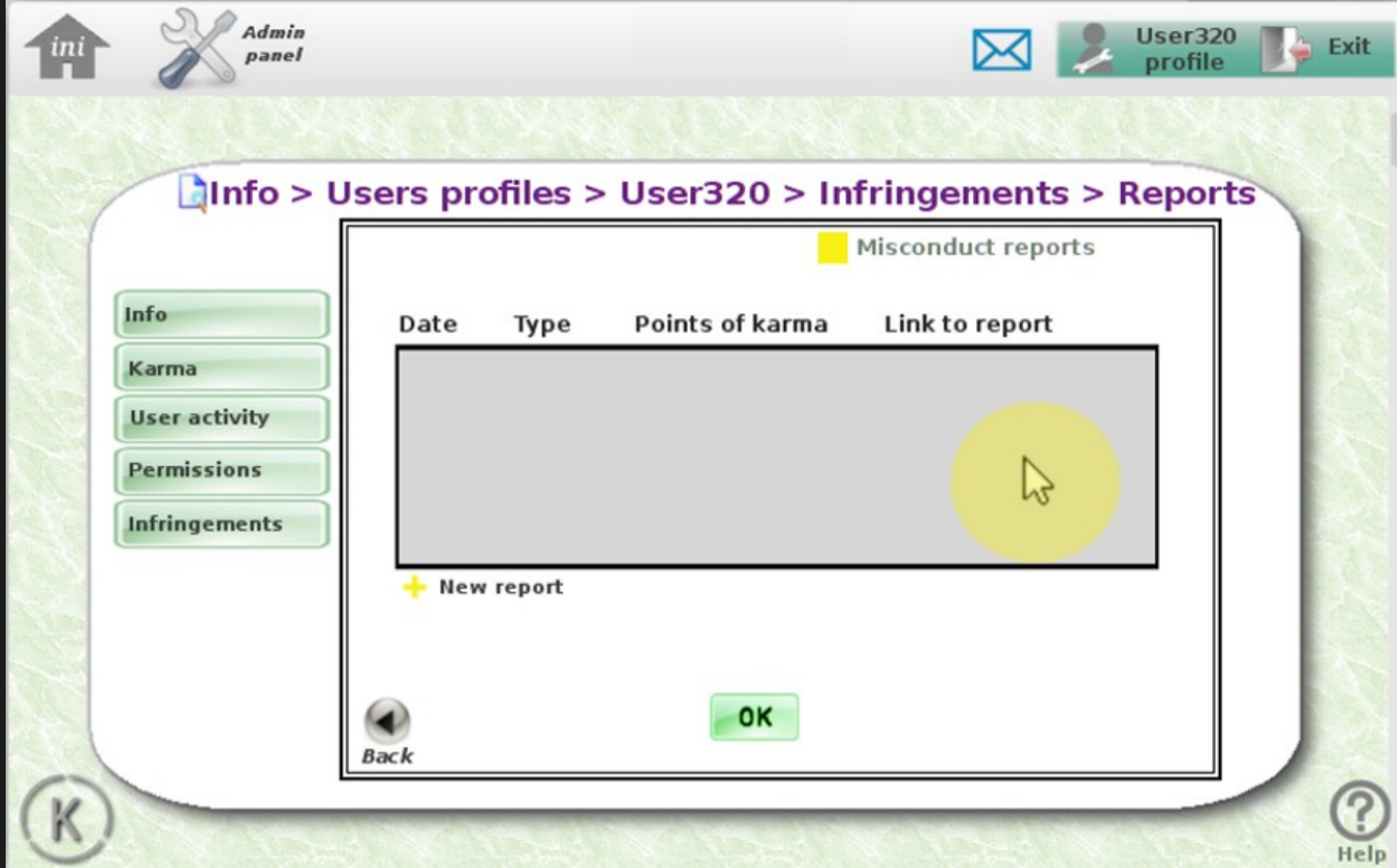


### **Misconduct reports.**

In “Misconduct reports” User320 is able to know whether there are misconduct reports on him.

This is used to penalize members who violate the rules of conduct. Penalties subtract points from the C1 variable, which in turn is part of the karma of users of the application. When the moderation team decides to penalize a user for a misconduct, the team issues a report and then one of the moderators who have moderation permissions proceeds to execute the penalty in this section.

When you click on “Misconduct reports” in User320's profile you can see the following:

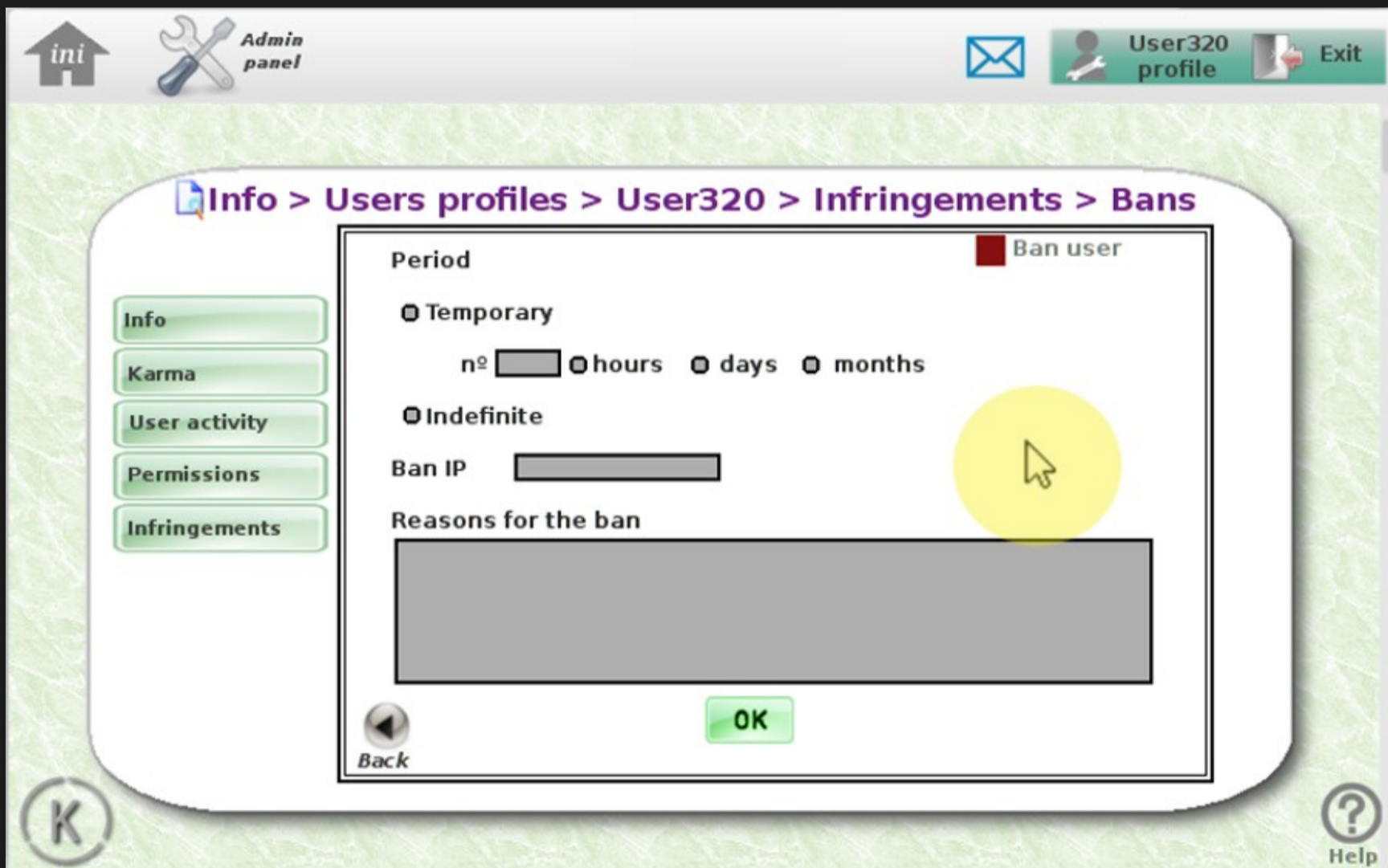


As shown, User320 has not been penalized for any misconduct.

If a moderator needs to add a misconduct report on User320, the moderator has to click on "New report" and fill in the form.

### Ban User.

Here User320 is able to know whether he has been banned from the application. Bans are executed only in extreme situations due to the seriousness or repetition of misconduct.

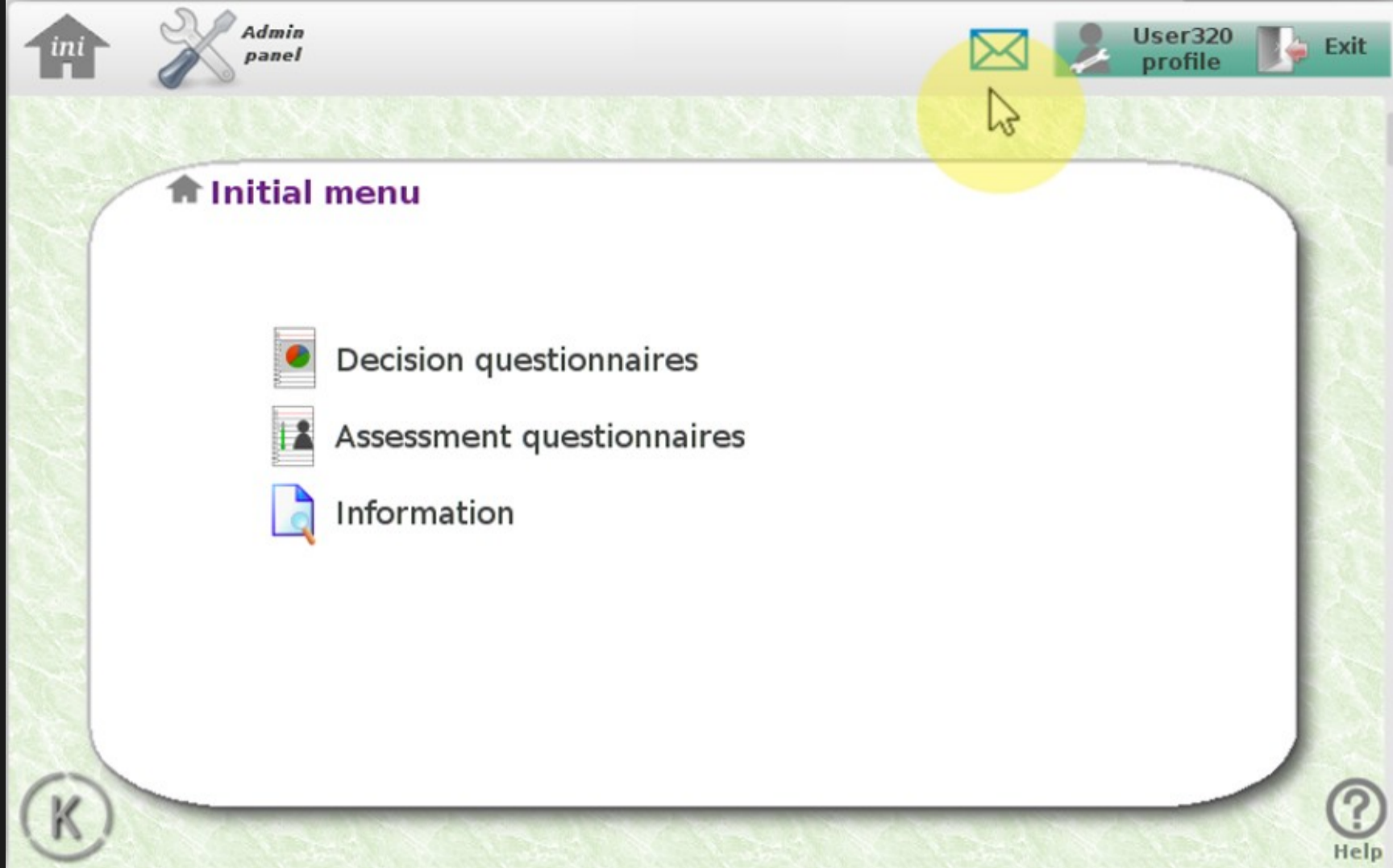


As shown, User320 hasn't been banned.

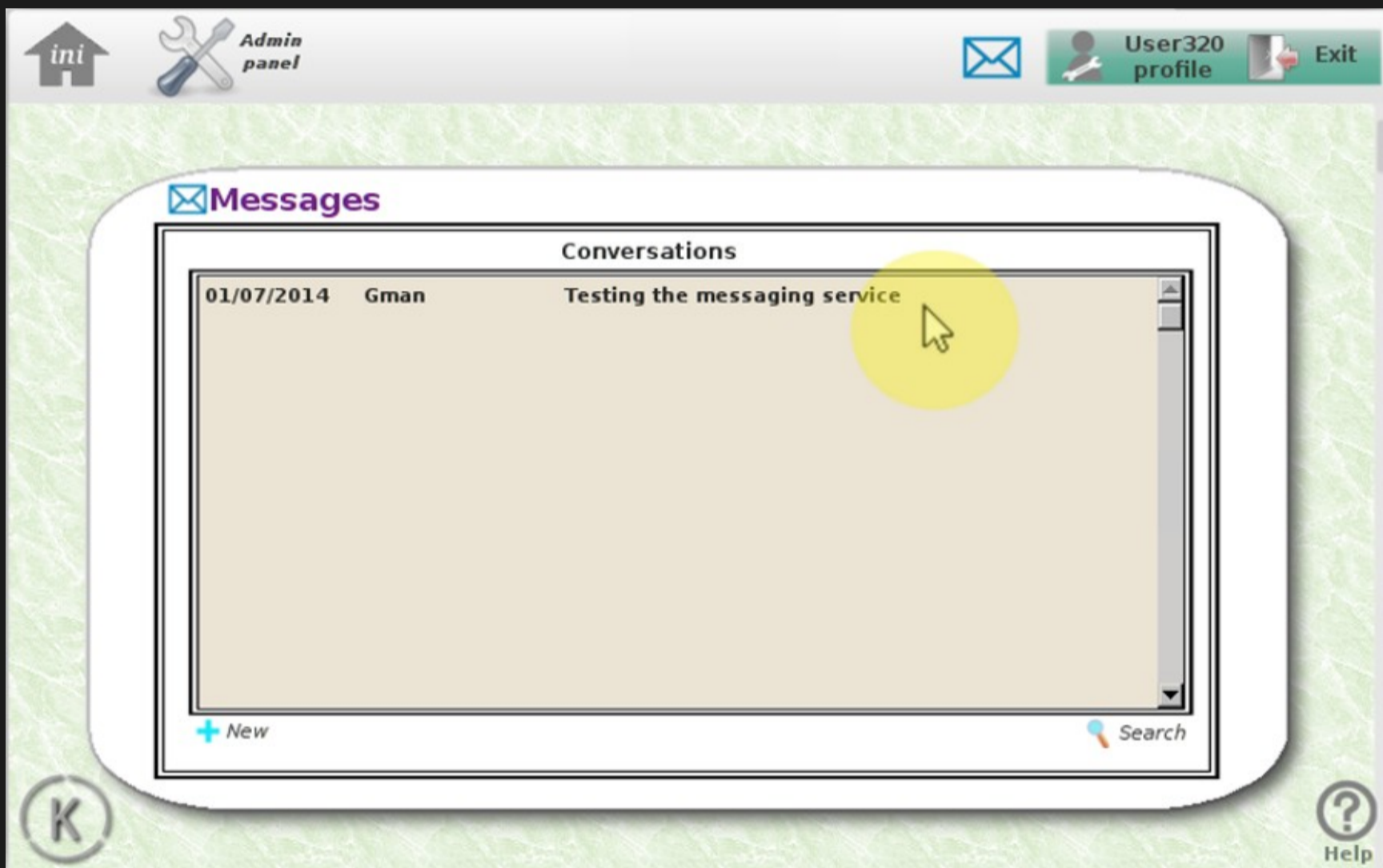
[\[Go to index\]](#)

### [3.4] MESSAGES.

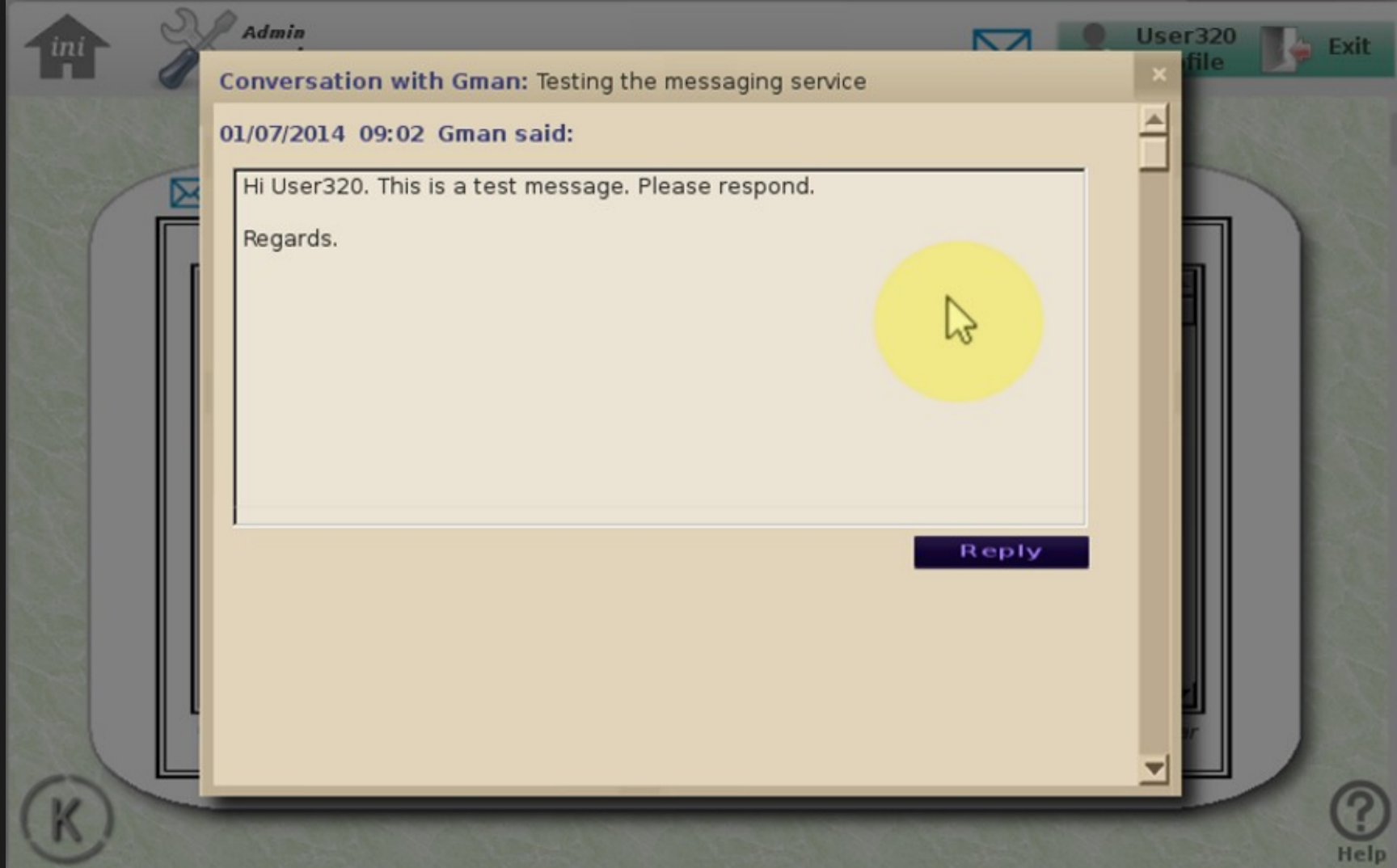
At the top of the application screen there is an envelope icon. When users click on it, they access the internal messaging system, through which they can hold private conversations with other users.



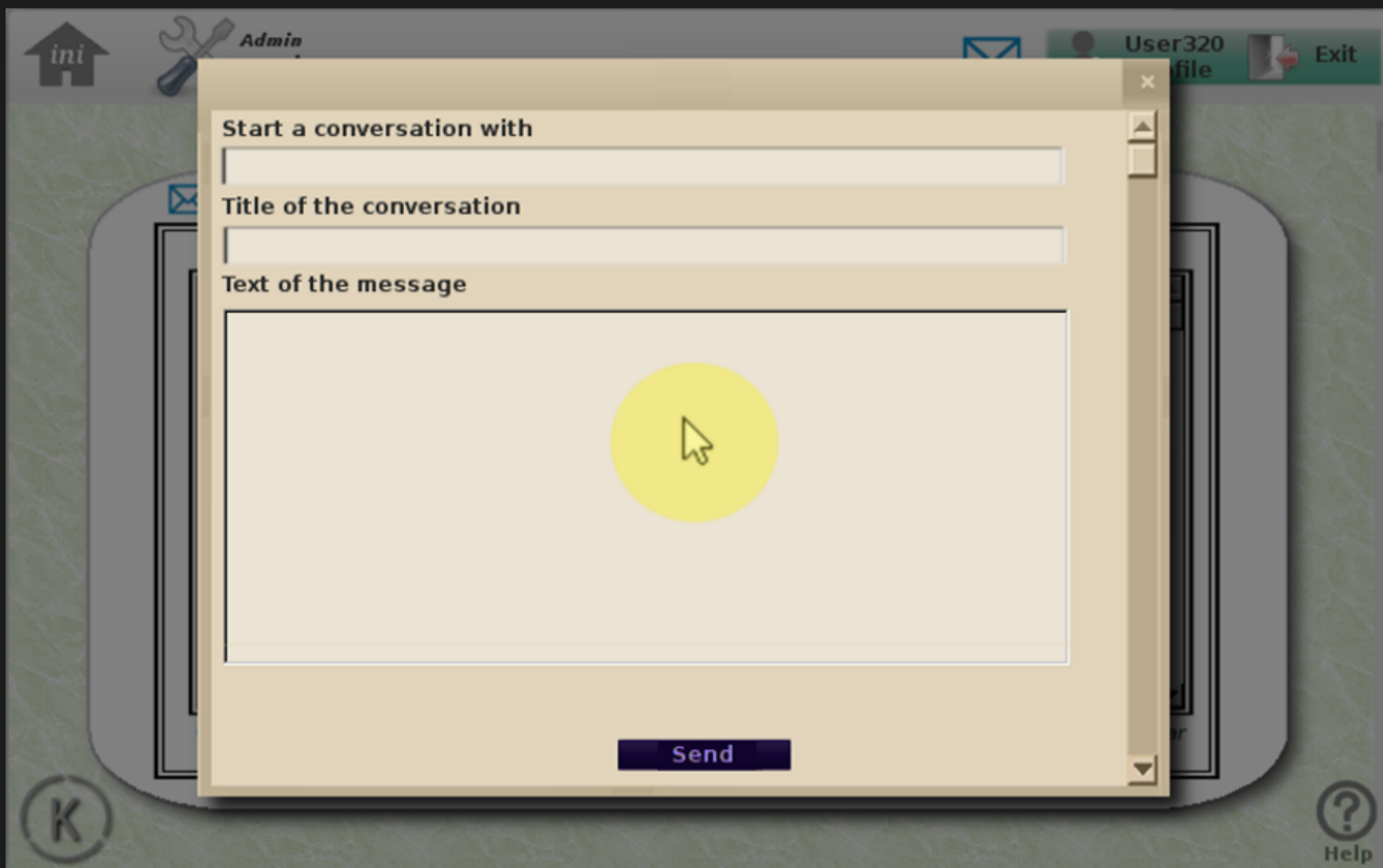
When users click on the icon they are sent to the list of conversations they have held with other users. In this case, you see that User320 received a message from Gman:



If you click on it you'll be able to read the content:



If you want to start a conversation with other user, go to the initial screen of the messaging service and click on “New”. Then you have to fill in the following fields:



[\[Go to index\]](#)

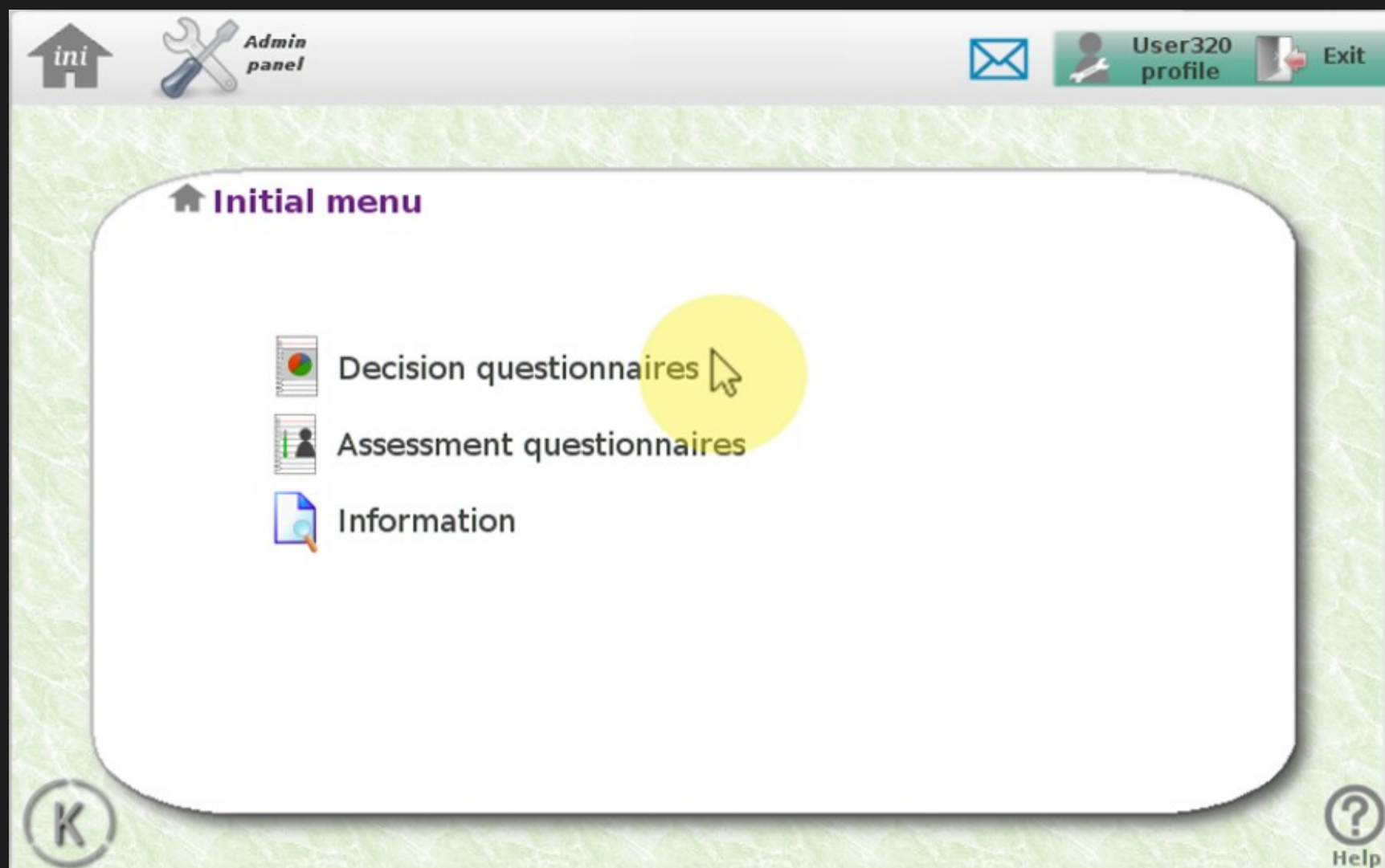
### **[3.5] DECISION QUESTIONNAIRES.**

#### **[3.5.0] INTRODUCTION.**

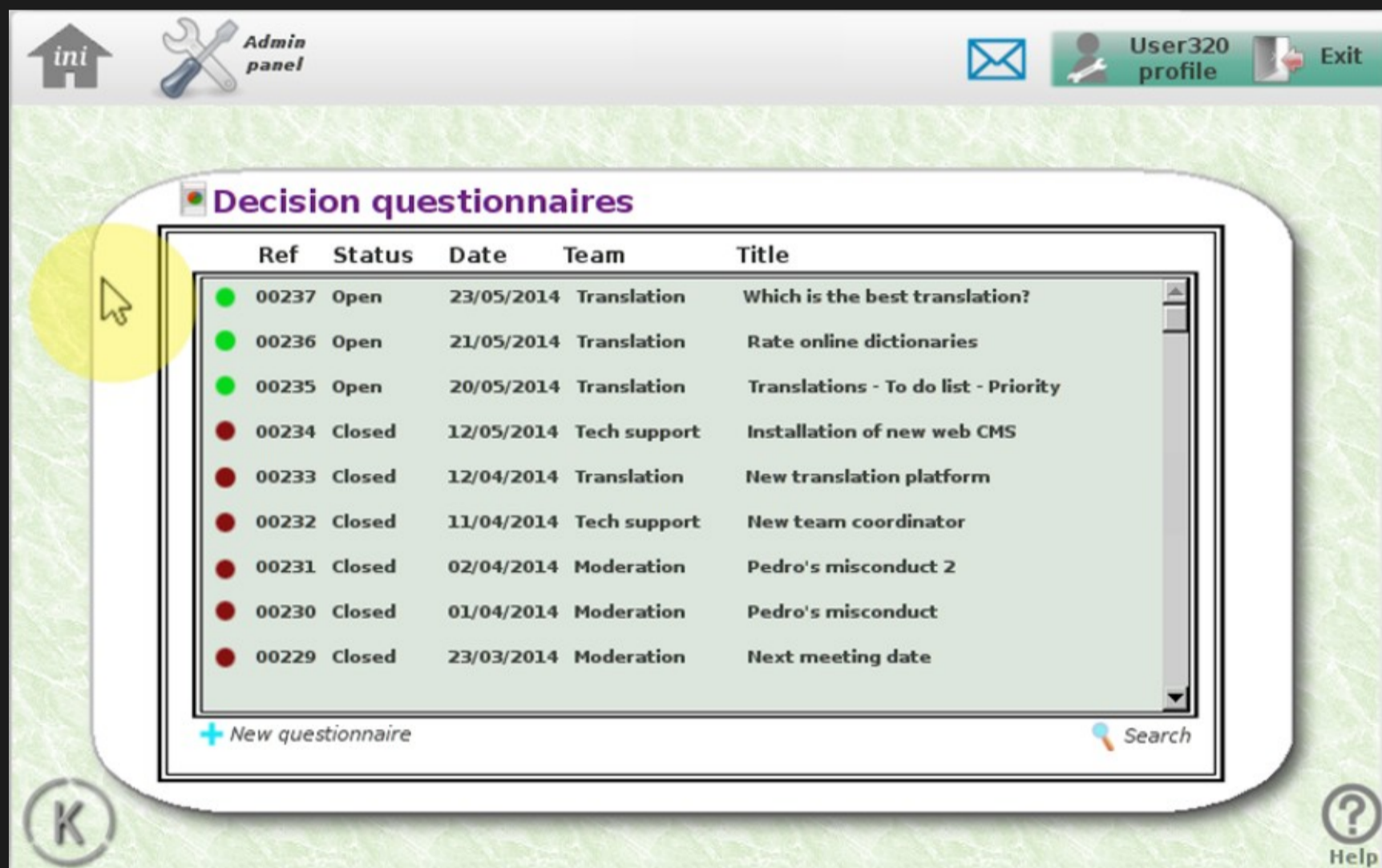
Decision questionnaires are used to make decisions in the various teams of the organization. The users/members of the decision making platform participate in the decision questionnaires by voting or rating the options that appear in these questionnaires. But the weight of the vote of each member depends on his/her karma, that is, it depends on the merits which each member has acquired through his/her work and behavior. For example, say a coordinator of the technical support team creates a decision questionnaire. Then users/members vote between the different alternatives, or rate the various options/elements, depending on the type of questionnaire. Well, the vote or rating from the various members will have a different weight, depending on the quantity and quality of their work in that team, and depending on the their behavior in general, that is, the weight depends on their personal karma in the technical support team.

Decision questionnaires are, in principle, managed by coordinators. A coordinator can manage decision questionnaires exclusively for the team he/she coordinates, that is, a team coordinator can create, close and delete questionnaires for the team that he/she coordinates, according to the instructions given to him/her by the members who participate in the team.

To access decision questionnaires go to the initial menu and click on "Decision questionnaires."



Then you can see a list of decision questionnaires that have been created so far:



Depending on the status, we distinguish 2 types of decision questionnaires:

- **Open.** These are questionnaires in which you can still vote or rate.
- **Closed.** These are questionnaires in which the voting or rating period has already finished, so they have been closed. In closed questionnaires we can see the final results of the voting / rating.


Depending on the kind of decision, we distinguish 3 types of decision questionnaires:


- **Questionnaires in which you have to choose from various options.**
- **Questionnaires in which you can choose some options/elements from a list.**
- **Questionnaires in which you have to rate some options/elements.**


[\[Go to index\]](#)


### **[3.5.1] SEARCHING FOR DECISION QUESTIONNAIRES.**


You can find questionnaires directly on the list. You can also click on "Search" in the bottom right corner:

ini

Admin panel



User320 profile

Exit

### Decision questionnaires


Ref	Status	Date	Team	Title
 00237	Open	23/05/2014	Translation	Which is the best translation?
 00236	Open	21/05/2014	Translation	Rate online dictionaries
 00235	Open	20/05/2014	Translation	Translations - To do list - Priority
 00234	Closed	12/05/2014	Tech support	Installation of new web CMS
 00233	Closed	12/04/2014	Translation	New translation platform
 00232	Closed	11/04/2014	Tech support	New team coordinator
 00231	Closed	02/04/2014	Moderation	Pedro's misconduct 2
 00230	Closed	01/04/2014	Moderation	Pedro's misconduct
 00229	Closed	23/03/2014	Moderation	Next meeting date


 New questionnaire


 Search


KHelp


Then the application shows a pop-up window where you can enter the search terms:

ini

Admin panel



User320 profile

Exit

### Dec

#### Search for decision questionnaire

Fill in one or more fields listed below to define the search terms.

**Keywords**

**Author's nickname**

**Reference number**

**Status**

**Date**  
 /  /

**Team**

**Type**

Search

KHelp

[\[Go to index\]](#)

### [3.5.2] CREATING NEW DECISION QUESTIONNAIRES.

Click on "New questionnaire" in the bottom left corner:

ini
 Admin panel

User320 profile
 Exit

K
 Help

### Decision questionnaires

Ref	Status	Date	Team	Title
00237	Open	23/05/2014	Translation	Which is the best translation?
00236	Open	21/05/2014	Translation	Rate online dictionaries
00235	Open	20/05/2014	Translation	Translations - To do list - Priority
00234	Closed	12/05/2014	Tech support	Installation of new web CMS
00233	Closed	12/04/2014	Translation	New translation platform
00232	Closed	11/04/2014	Tech support	New team coordinator
00231	Closed	02/04/2014	Moderation	Pedro's misconduct 2
00230	Closed	01/04/2014	Moderation	Pedro's misconduct
00229	Closed	23/03/2014	Moderation	Next meeting date

New questionnaire
 Search

Then the application will show you a pop-up window where you'll be able to enter the necessary information to create a new decision questionnaire.

ini
 Admin panel

User320 profile
 Exit

K
 Help

### New decision questionnaire

Team

General organization

Title

Description

Type

Choose from various options

Elements/Options

OK

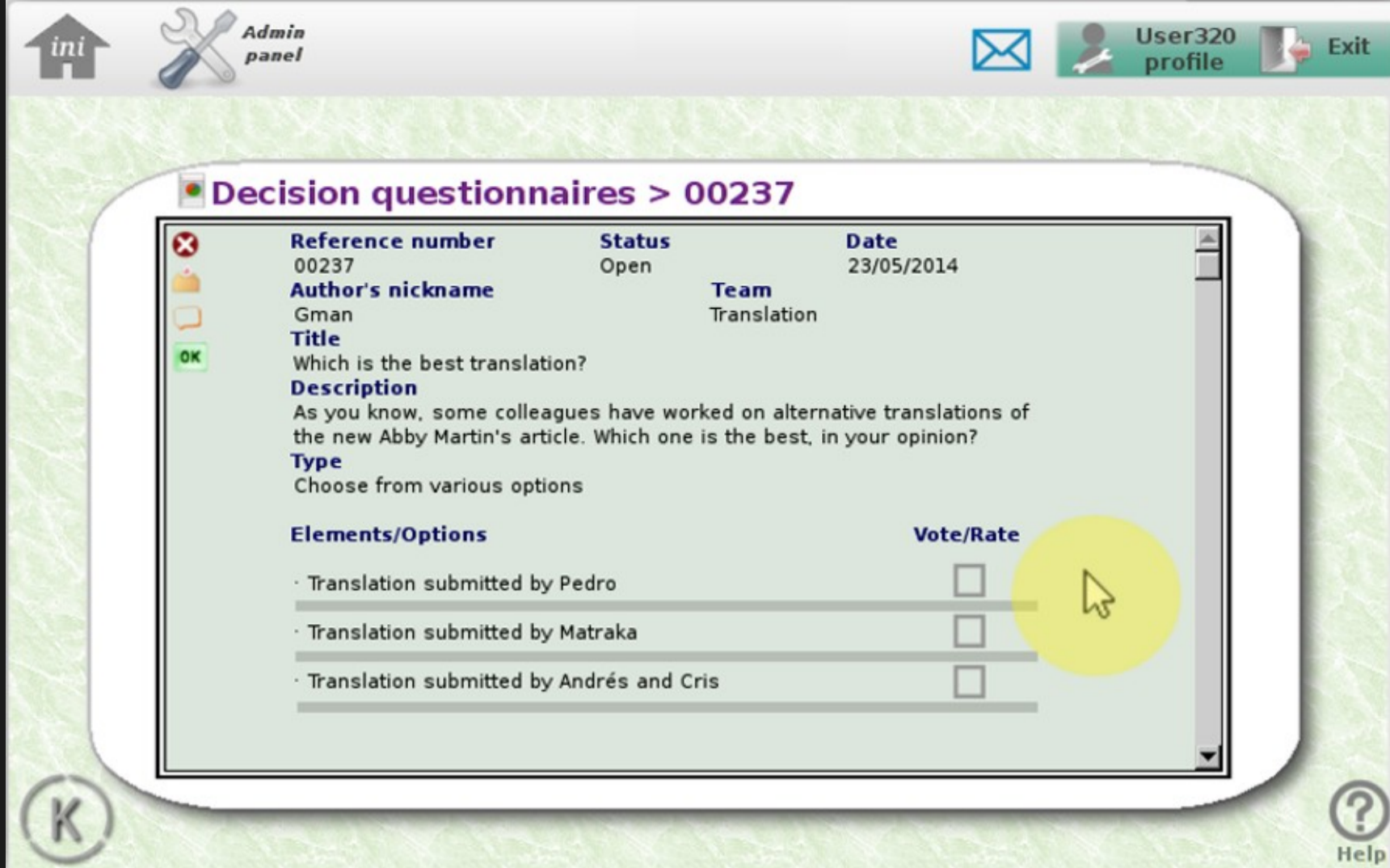
[\[Go to index\]](#)

### **[3.5.3] EXAMPLES OF DECISION QUESTIONNAIRES.**

In the following sections we will see some examples of different types of decision questionnaires used for different types of decisions.

#### **[3.5.3.1] Questionnaire 00237 - Open questionnaire in which users have to choose from various options.**

On the list of decision questionnaires, if you click on decision questionnaire No. 00237, you see the following:

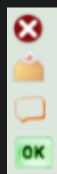


In the field "**Status**" you can see that it is an open questionnaire, so you can still vote / rate.

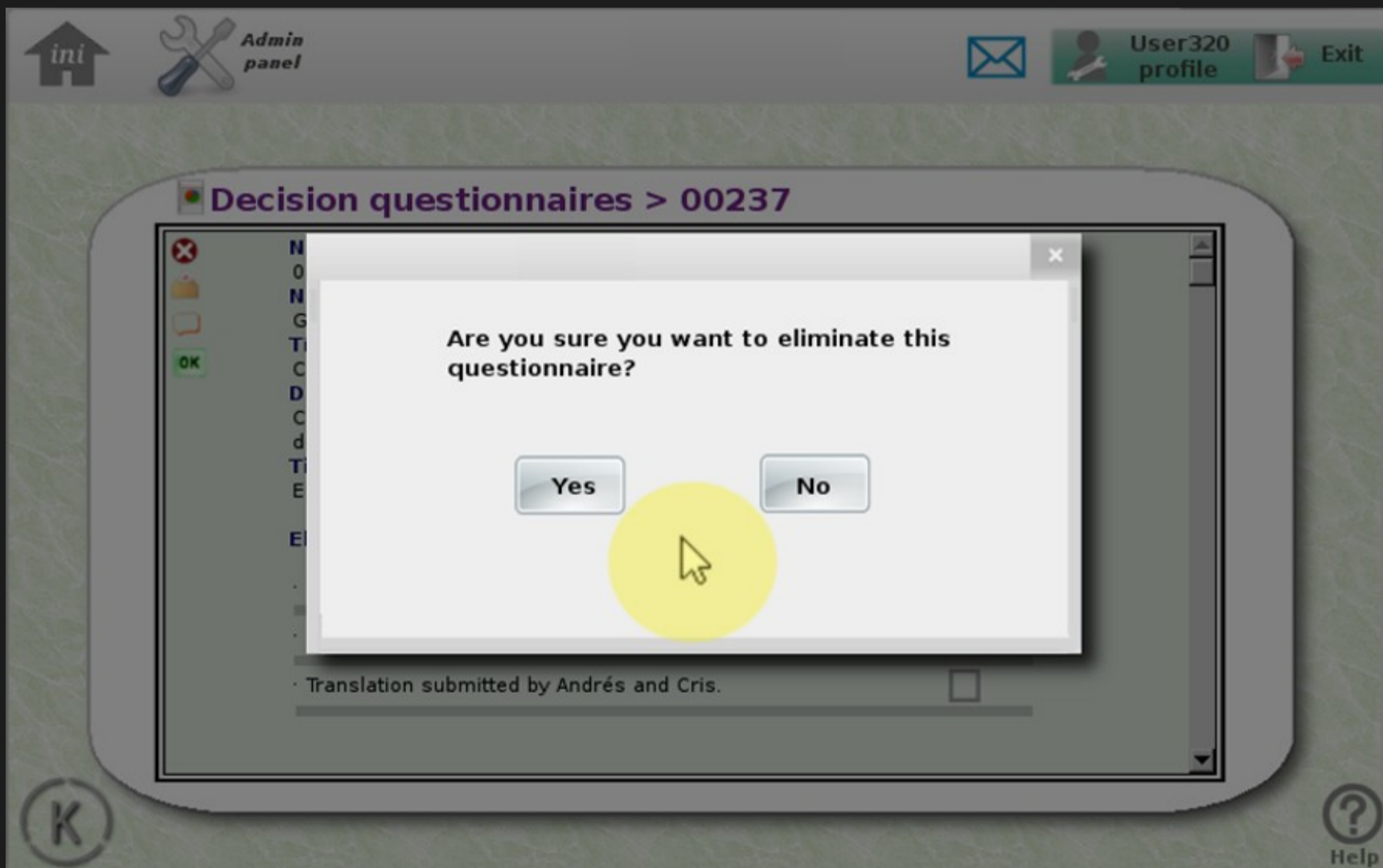
In the field "**Type**" you can see that it is a questionnaire in which you have to choose from various options.

You are also presented with **additional information**: reference number, the date the questionnaire was created, the team where it was created, the nickname of the person who created it (Gman, translation team coordinator), title and description.

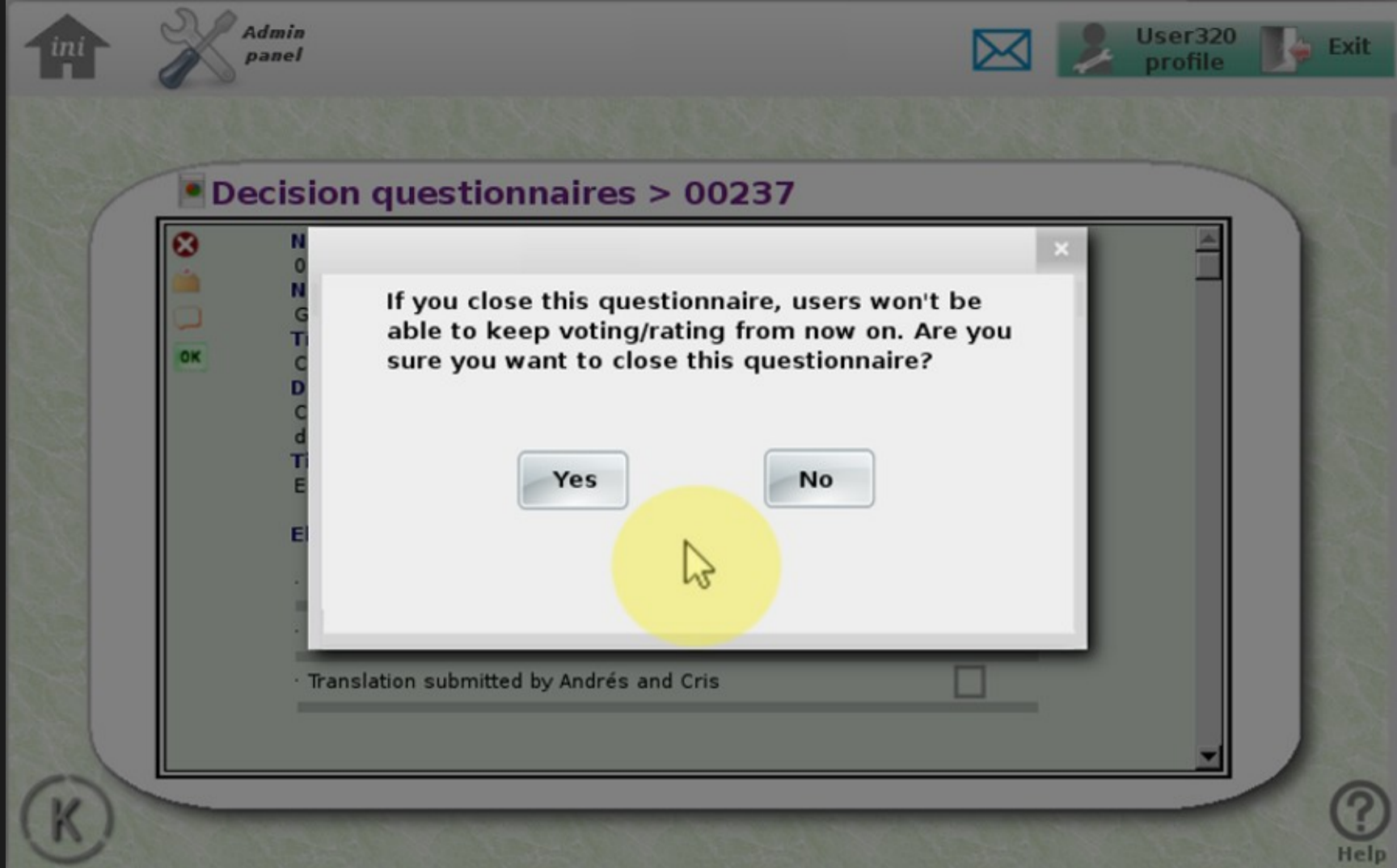
In the upper left we see **4 icons**:



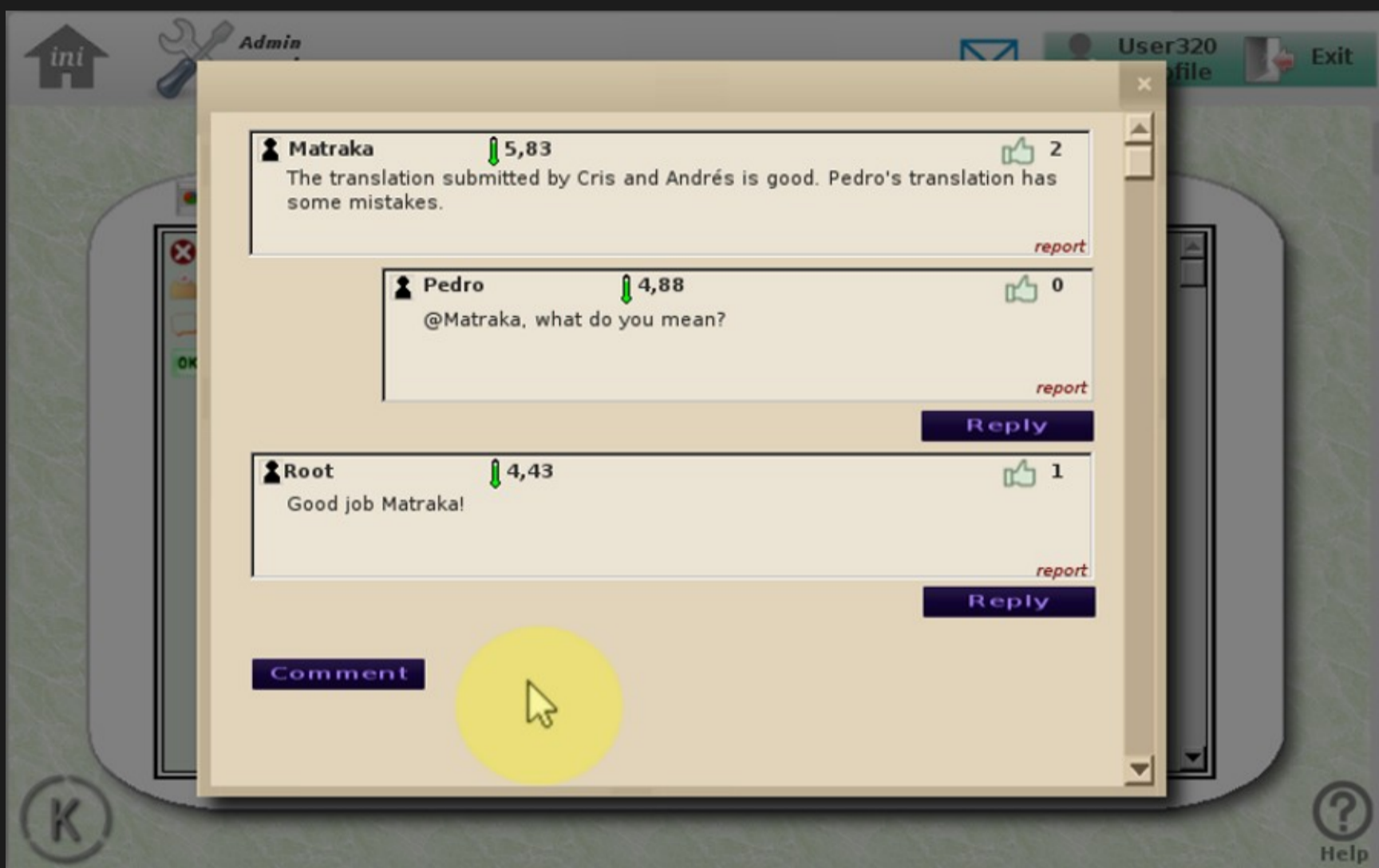
· The first icon is used to eliminate the decision questionnaire if, for example, there was a mistake when it was created. This icon can only be used by the coordinators of the team where the questionnaire was created.



· The second icon is for closing the decision questionnaire, once the period of time agreed for voting/rating has passed. This can only be used by the coordinators of the team for which the questionnaire has been created.



· The third icon is used to access the discussion on the various options given in the decision questionnaire.

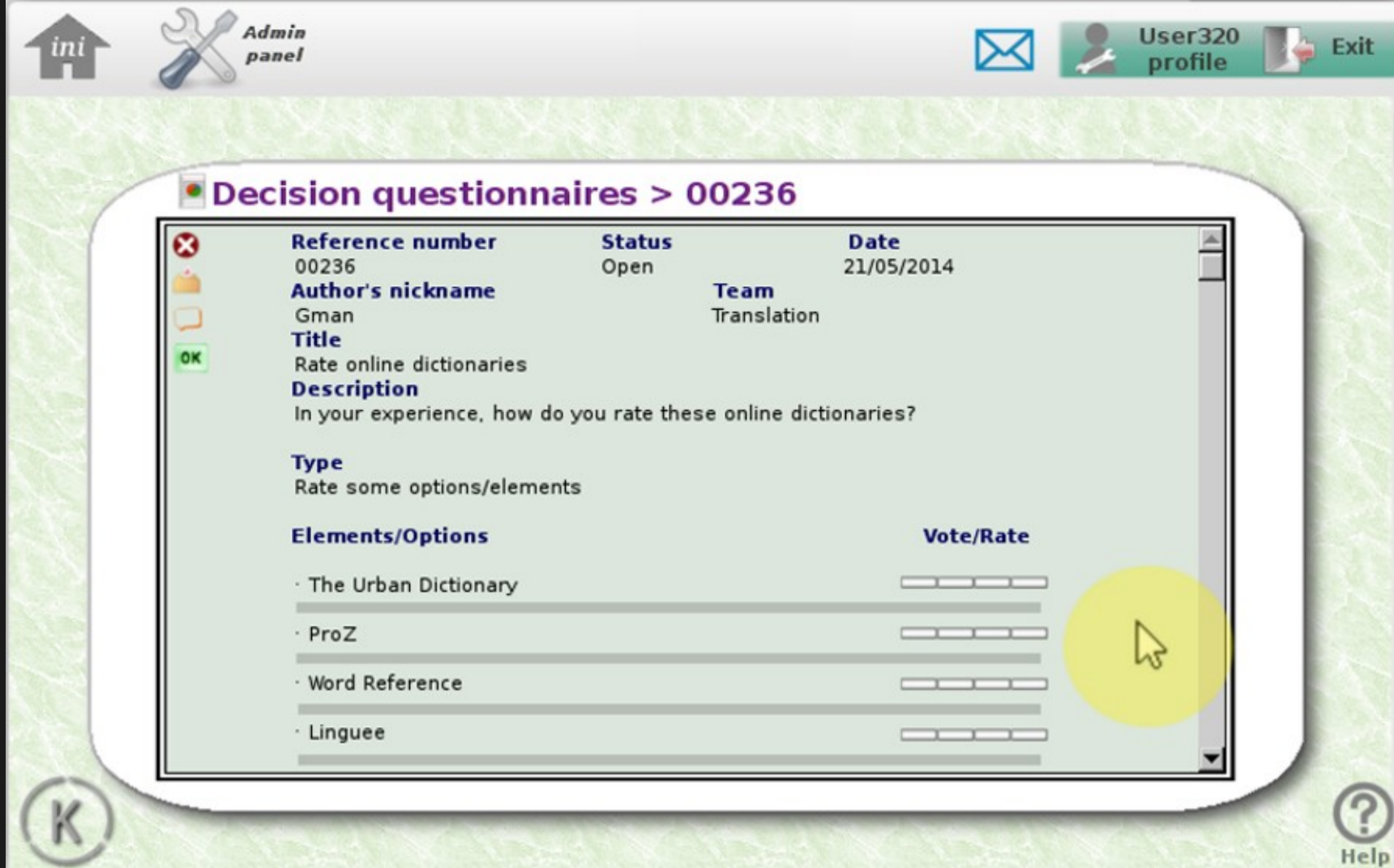


· The fourth icon is for making sure that your vote or rating is saved.

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### **[3.5.3.2] Questionnaire 00236 - Open questionnaire in which users have to rate some options/elements.**

On the list of decision questionnaires, if you click on decision questionnaire No. 00236, you see the following:



In the field "**Status**" you can see that it is an open questionnaire, so you can still vote / rate.

In the field "**Type**" you can see that it is a questionnaire in which you have to rate some options/elements.

You are also presented with **additional information**: reference number, the date the questionnaire was created, the team where it was created, the nickname of the person who created it (Gman, translation team coordinator), title and description.

In the upper left we see **4 icons**:

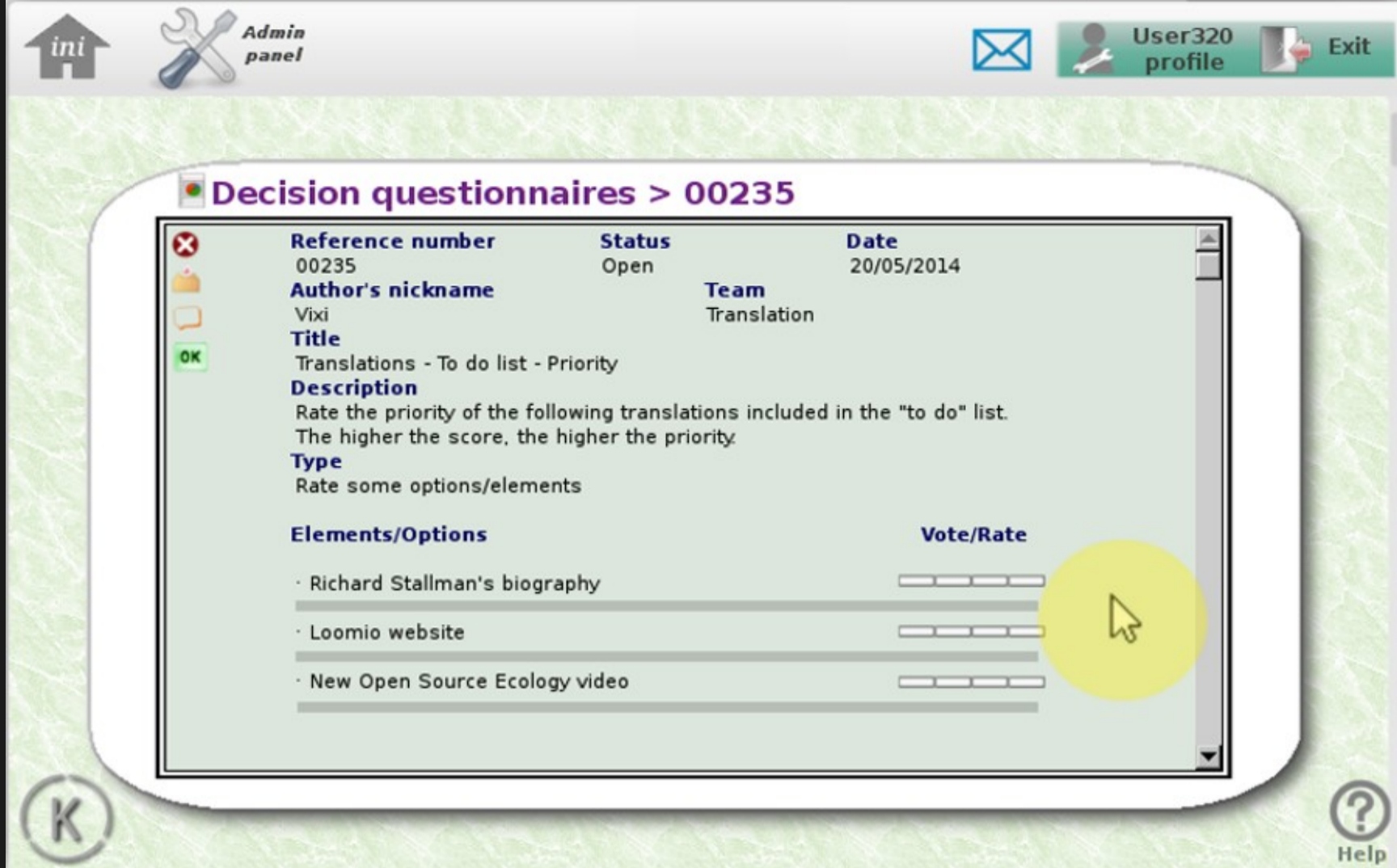


- The first icon is used to eliminate the decision questionnaire if, for example, there was a mistake when it was created. This icon can only be used by the coordinators of the team where the questionnaire was created.
- The second icon is for closing the decision questionnaire, once the period of time agreed for voting/rating has passed. This can only be used by the coordinators of the team for which the questionnaire has been created.
- The third icon is used to access the discussion on the various options given in the decision questionnaire.
- The fourth icon is for making sure that your vote or rating is saved.

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### **[3.5.3.3] Questionnaire 00235 - Open questionnaire in which users have to rate some options/elements.**

On the list of decision questionnaires, if you click on decision questionnaire No. 00235, you see the following:



In the field "**Status**" you can see that it is an open questionnaire, so you can still vote / rate.

In the field "**Type**" you can see that it is a questionnaire in which you have to rate some options/elements.

You are also presented with **additional information**: reference number, the date the questionnaire was created, the team where it was created, the nickname of the person who created it (Vixi, translation team coordinator), title and description.

In the upper left we see **4 icons**:








- The first icon is used to eliminate the decision questionnaire if, for example, there was a mistake when it was created. This icon can only be used by the coordinators of the team where the questionnaire was created.
- The second icon is for closing the decision questionnaire, once the period of time agreed for voting/rating has passed. This can only be used by the coordinators of the team for which the questionnaire has been created.
- The third icon is used to access the discussion on the various options given in the decision questionnaire.
- The fourth icon is for making sure that your vote or rating is saved.


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



#### **[3.5.3.4] Questionnaire 00234 - Closed questionnaire in which users had to choose from various options.**

On the list of decision questionnaires, if you click on decision questionnaire No. 00234, you see the following:





Admin panel



User320 profile

Exit


**Decision questionnaires > 00234**

<b>Reference number</b>	<b>Status</b>	<b>Date</b>
00234	Closed	12/05/2014
<b>Author's nickname</b>	<b>Team</b>	
Root	Technical support	
<b>Title</b>		
Installation of new web CMS		
<b>Description</b>		
The team members discussed, at a previous meeting, whether to install a new web in Joomla or Drupal. Choose your favourite CMS for this.		
<b>Type</b>		
Choose from various options		
<b>Elements/Options</b>	<b>Score</b>	
· Joomla	11.60	<a href="#">details</a>
· Drupal	12.09	<a href="#">details</a>



Help

In the field "**Status**" you can see that it is an closed questionnaire, so the voting/rating has finished.

In the field "**Type**" you can see that it is a questionnaire in which you had to choose from various options.

You are also presented with **additional information**: reference number, the date the questionnaire was created, the team where it was created, the nickname of the person who created it (Root, technical support team coordinator), title and description.

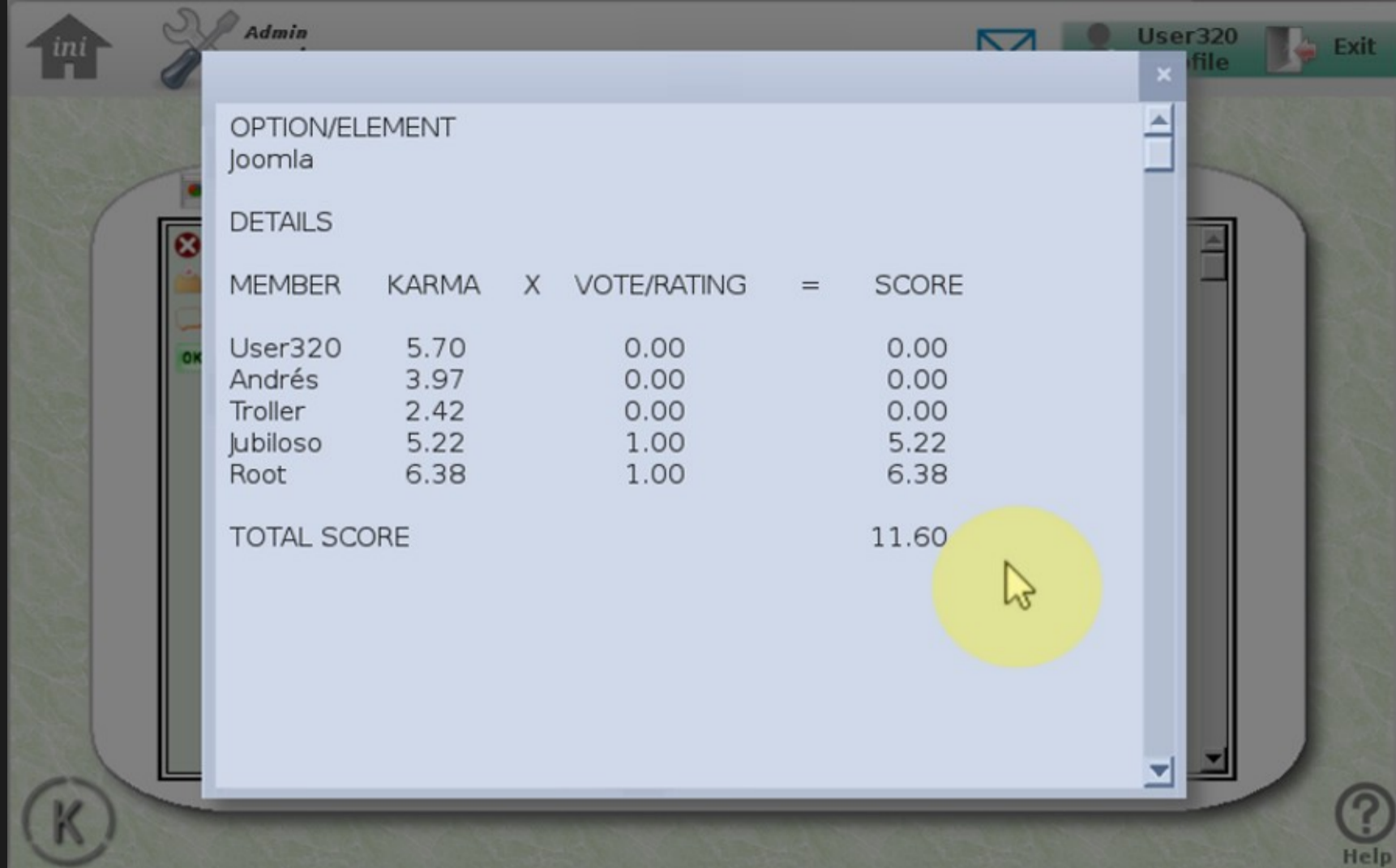
In the upper left we see **4 icons**:



- The first icon is used to eliminate the decision questionnaire if, for example, there was a mistake when it was created. This icon can only be used by the coordinators of the team where the questionnaire was created.
- The second icon is for closing the decision questionnaire, once the period of time agreed for voting/rating has passed. This can only be used by the coordinators of the team for which the questionnaire has been created. As it is a closed questionnaire, if you click on the icon, a message will warn you that the questionnaire has already been closed.
- The third icon is used to access the discussion on the various options given in the decision questionnaire.
- The fourth icon is for making sure that your vote or rating is saved. As it is a closed questionnaire, this icon will have no effect.

In the area of "**Elements / Options**" you can see the results of the vote. As shown, the "Drupal" option has won, obtaining a score of 12.09 points.

If you click on "**details**" in the "**Joomla**" option, you'll see the details of the score obtained by this option on a pop-up window:



OPTION/ELEMENT  
Joomla

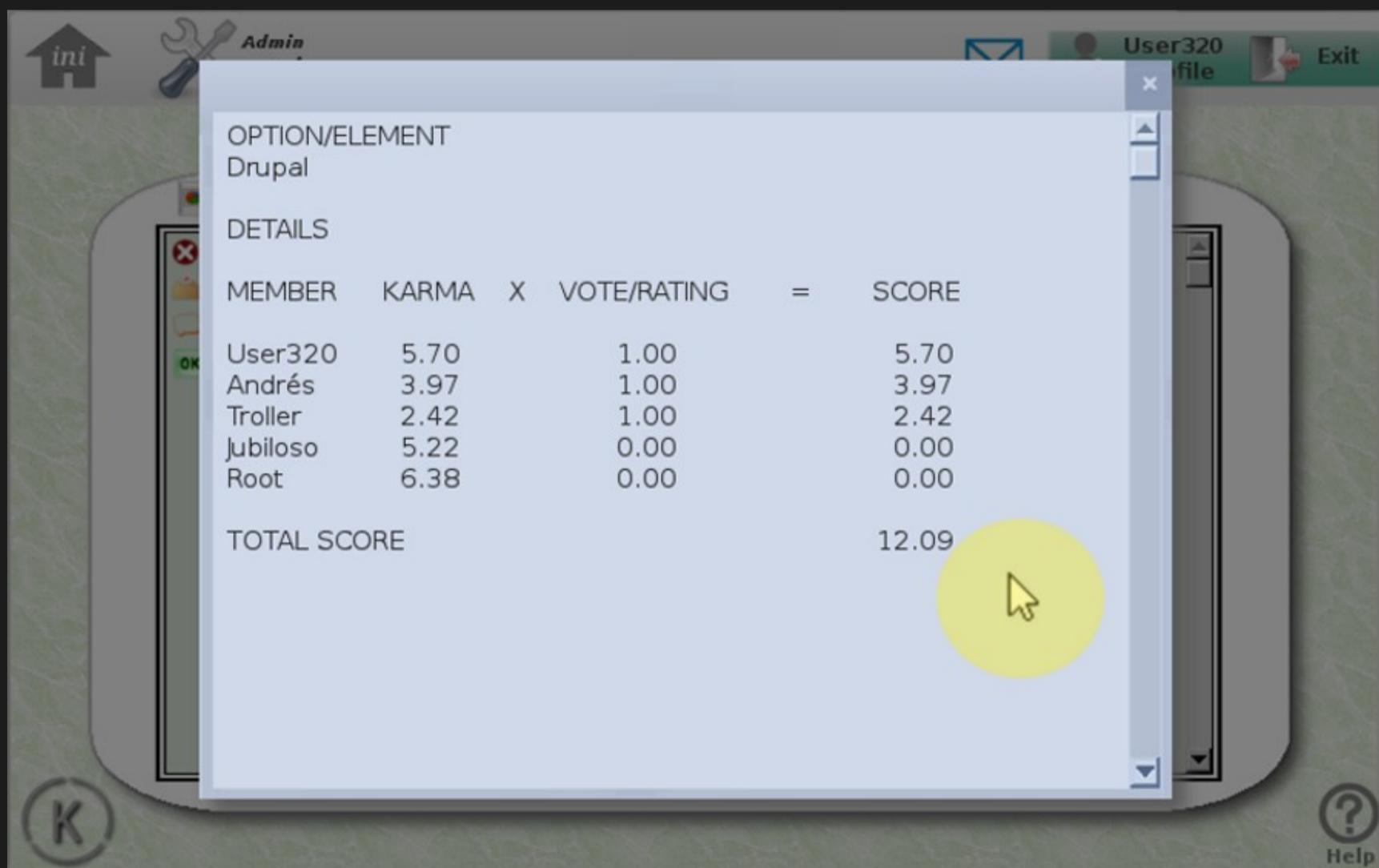
DETAILS

MEMBER	KARMA	X	VOTE/RATING	=	SCORE
User320	5.70		0.00		0.00
Andrés	3.97		0.00		0.00
Troller	2.42		0.00		0.00
Jubiloso	5.22		1.00		5.22
Root	6.38		1.00		6.38
TOTAL SCORE					11.60

The vote cast by each member (1 point) is multiplied by his/her corresponding karma in the team (in this case, the karma in the technical support team). Thus, the vote of those members with a higher karma has a greater weight than the vote of those with a lower karma.

As you can see, Jubiloso and Root voted for the "Joomla" option. Each member's vote has been multiplied by his/her karma in the technical support team. Thus, the "Joomla" option obtained 11.60 points in total.

If we click on **"details" in the "Drupal" option**, you'll see the details of the score obtained by this option on a pop-up window:



OPTION/ELEMENT  
Drupal

DETAILS

MEMBER	KARMA	X	VOTE/RATING	=	SCORE
User320	5.70		1.00		5.70
Andrés	3.97		1.00		3.97
Troller	2.42		1.00		2.42
Jubiloso	5.22		0.00		0.00
Root	6.38		0.00		0.00
TOTAL SCORE					12.09

The vote cast by each member (1 point) is multiplied by his/her corresponding karma in the team (in this case, the karma in the technical support team). Thus, the vote of those members with a higher karma has a greater weight than the vote of those with a lower karma.

As you can see, User320, Andres and Troller voted for the "Drupal" option. Each member's vote has been multiplied by his/her karma in the technical support team. Thus, the "Drupal" option obtained 12.09 points in total.

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#### **[3.5.3.5] Questionnaire 00233 - Closed questionnaire in which users had to rate some options/elements.**

On the list of decision questionnaires, if you click on decision questionnaire No. 00233, you see the following:

**Decision questionnaires > 00233**

Reference number	Status	Date
00233	Closed	12/04/2014

Author's nickname	Team
Gman	Translation

**Title**  
New translation platform

**Description**  
It was discussed, at a previous meeting, whether to use Google or Pootle.  
Rate the 2 options according to your preferences.

**Type**  
Rate some options/elements

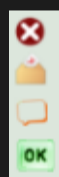
Elements/Options	Score	
· Google	25.12	<a href="#">details</a>
· Pootle	55.76	<a href="#">details</a>

In the field "**Status**" you can see that it is an closed questionnaire, so the voting/rating has finished.

In the field "**Type**" you can see that it is a questionnaire in which you had to rate some options/elements.

You are also presented with **additional information**: reference number, the date the questionnaire was created, the team where it was created, the nickname of the person who created it (Gman, translation team coordinator), title and description.

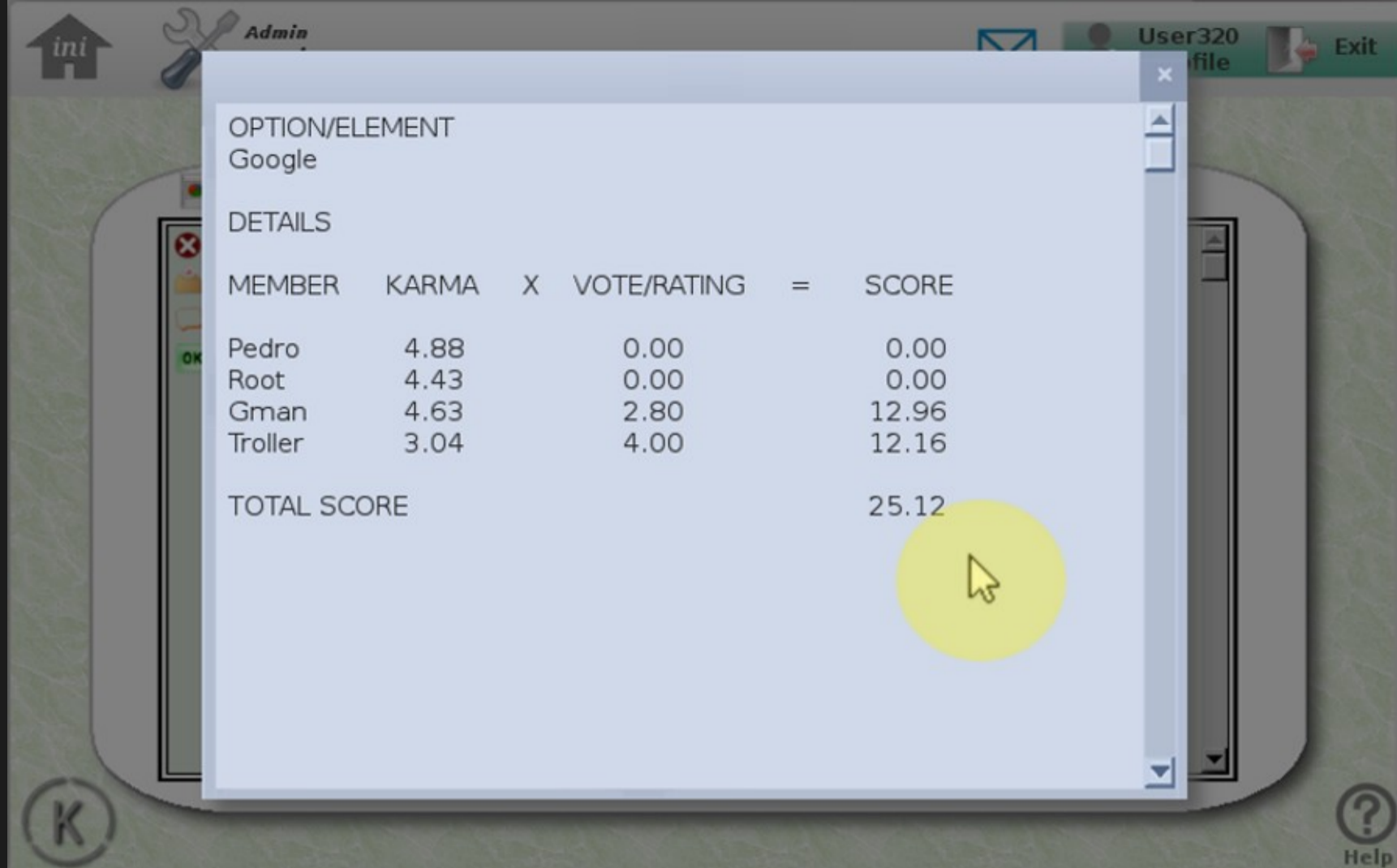
In the upper left we see **4 icons**:



- The first icon is used to eliminate the decision questionnaire if, for example, there was a mistake when it was created. This icon can only be used by the coordinators of the team where the questionnaire was created.
- The second icon is for closing the decision questionnaire, once the period of time agreed for voting/rating has passed. This can only be used by the coordinators of the team for which the questionnaire has been created. As it is a closed questionnaire, if you click on the icon, a message will warn you that the questionnaire has already been closed.
- The third icon is used to access the discussion on the various options given in the decision questionnaire.
- The fourth icon is for making sure that your vote or rating is saved. As it is a closed questionnaire, this icon will have no effect.

In the area of "**Elements / Options**" you can see the results of the rating. As shown, the "Pootle" option has won, obtaining a score of 55.76 points.

If you click on "**details**" in the "**Google**" option, you'll see the details of the score obtained by this option on a pop-up window:



OPTION/ELEMENT  
Google

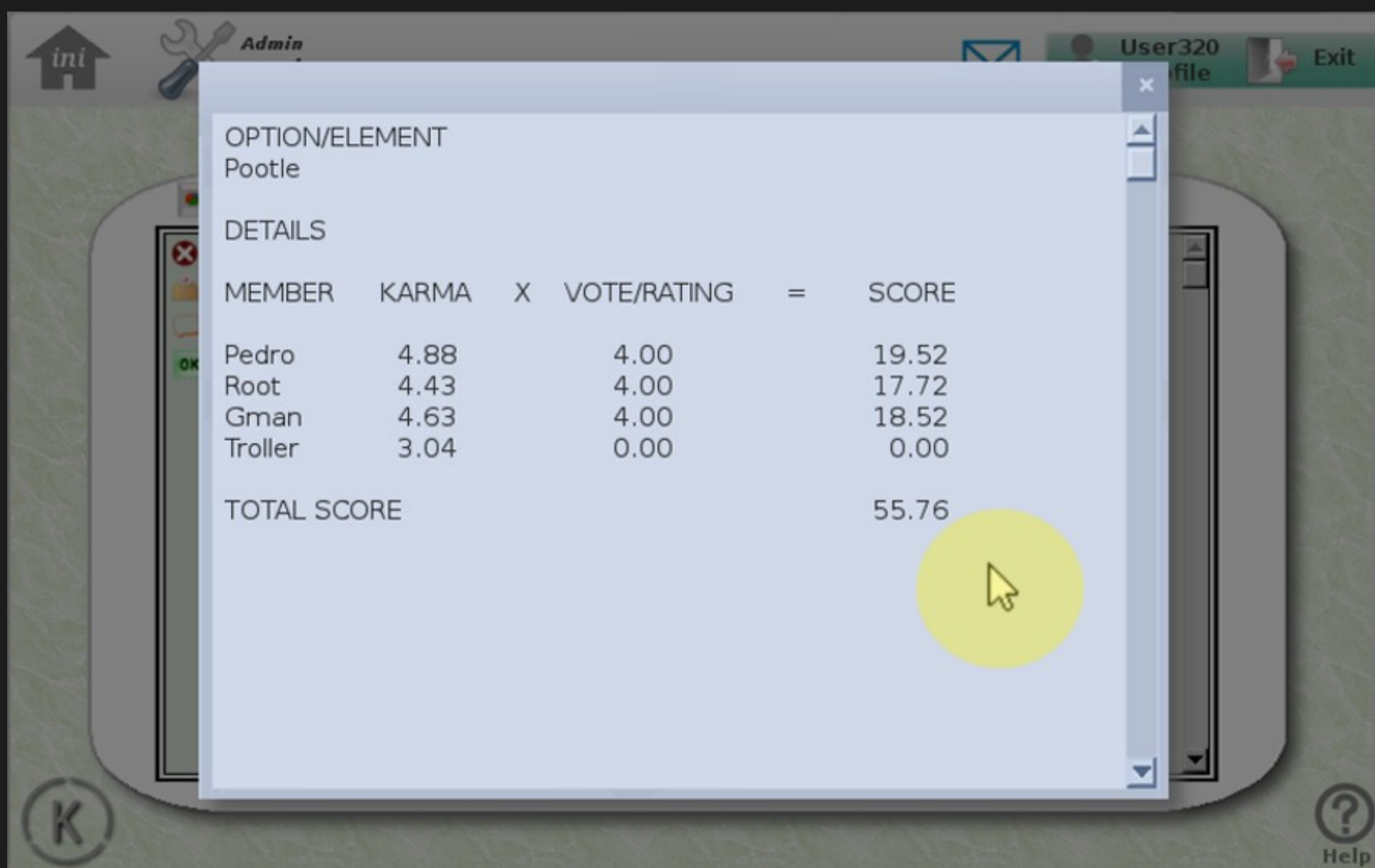
DETAILS

MEMBER	KARMA	X	VOTE/RATING	=	SCORE
Pedro	4.88		0.00		0.00
Root	4.43		0.00		0.00
Gman	4.63		2.80		12.96
Troller	3.04		4.00		12.16
TOTAL SCORE					25.12

The rating issued by each member/user (from 0 to 4 points) is multiplied by his/her corresponding karma in the team (in this case the karma in the translation team). Thus, the score given by those members with a higher karma has a greater weight than the score given by those with a lower karma.

As you can see, Troller has given 4 points to the "Google" option, Gman has given 2.80 points, while Pedro and Root have given 0 points to this option. The ratings have been multiplied by the corresponding karma of each member in the translation team. This option has obtained a total score of 25.12 points.

If you click on **"details" in the "Pootle" option**, you'll see the details of the score obtained by this option on a pop-up window:



OPTION/ELEMENT  
Pootle

DETAILS

MEMBER	KARMA	X	VOTE/RATING	=	SCORE
Pedro	4.88		4.00		19.52
Root	4.43		4.00		17.72
Gman	4.63		4.00		18.52
Troller	3.04		0.00		0.00
TOTAL SCORE					55.76

The rating issued by each member/user (from 0 to 4 points) is multiplied by his/her corresponding karma in the team (in this case the karma in the translation team). Thus, the score given by those members with a higher karma has a greater weight than the score given by those with a lower karma.

As you can see, Pedro, Root and Gman have given 4 points to the "Pootle" option while Troller has given 0 points to this option. The ratings have been multiplied by the corresponding karma of each member in the translation team. Thus the "Pootle" option has obtained a total score of 55.76 points.

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**[3.5.3.6] Questionnaire 00232 - Closed questionnaire in which users had to rate some options/elements.**

On the list of decision questionnaires, if you click on decision questionnaire No. 00232, you see the following:

In the field "**Status**" you can see that it is an closed questionnaire, so the voting/rating has finished.

In the field "**Type**" you can see that it is a questionnaire in which you had to rate some options/elements.

You are also presented with **additional information**: reference number, the date the questionnaire was created, the team where it was created, the nickname of the person who created it (Jubiloso, technical support team coordinator), title and description.

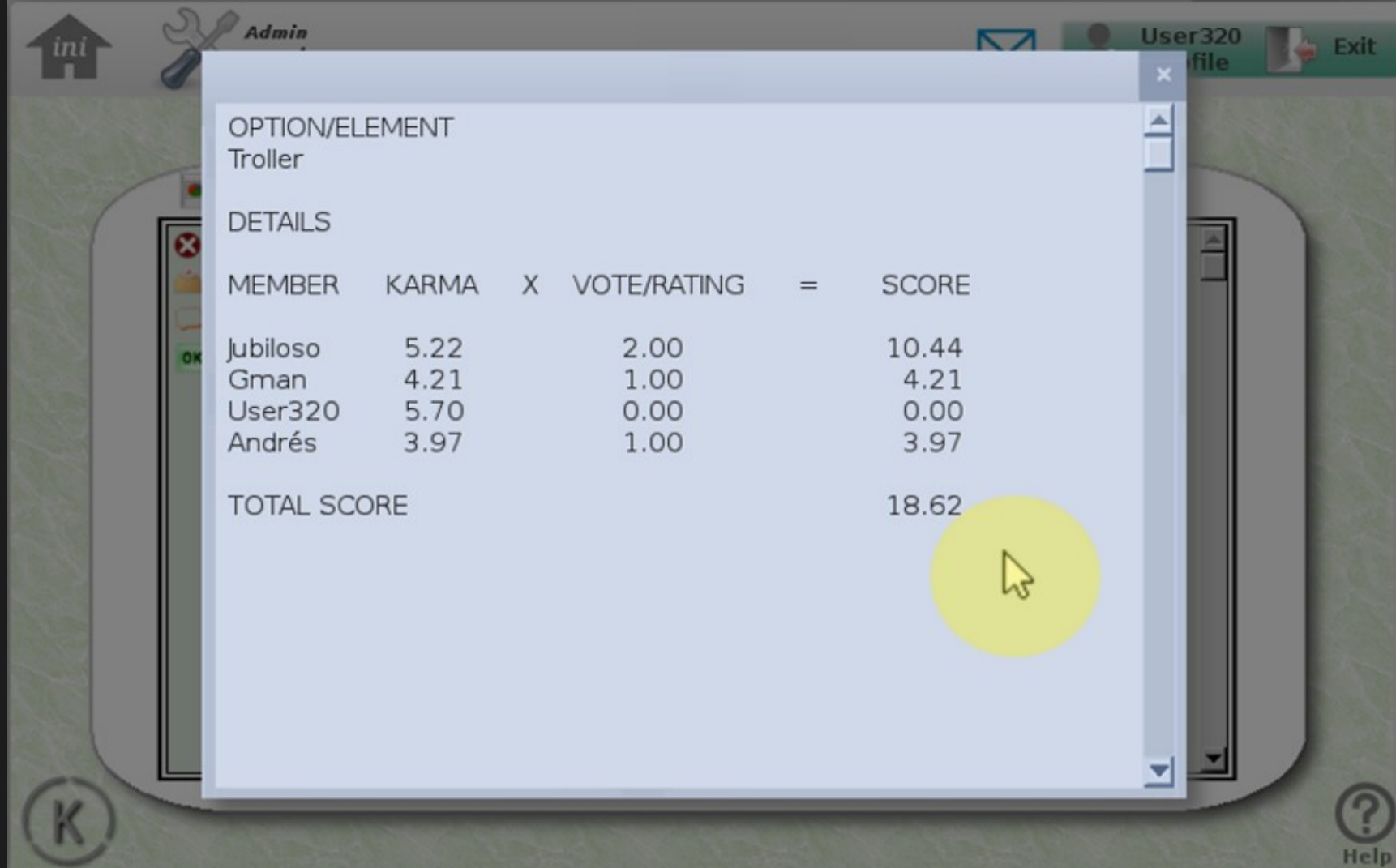
In the upper left we see **4 icons**:



- The first icon is used to eliminate the decision questionnaire if, for example, there was a mistake when it was created. This icon can only be used by the coordinators of the team where the questionnaire was created.
- The second icon is for closing the decision questionnaire, once the period of time agreed for voting/rating has passed. This can only be used by the coordinators of the team for which the questionnaire has been created. As it is a closed questionnaire, if you click on the icon, a message will warn you that the questionnaire has already been closed.
- The third icon is used to access the discussion on the various options given in the decision questionnaire.
- The fourth icon is for making sure that your vote or rating is saved. As it is a closed questionnaire, this icon will have no effect.

In the area of "**Elements / Options**" you can see the results of the rating. As shown, Root has won, obtaining a total score of 52.18 points.

If you click on "**details**" in the "**Troller**" option, you'll see the details of the score obtained by this option on a pop-up window:

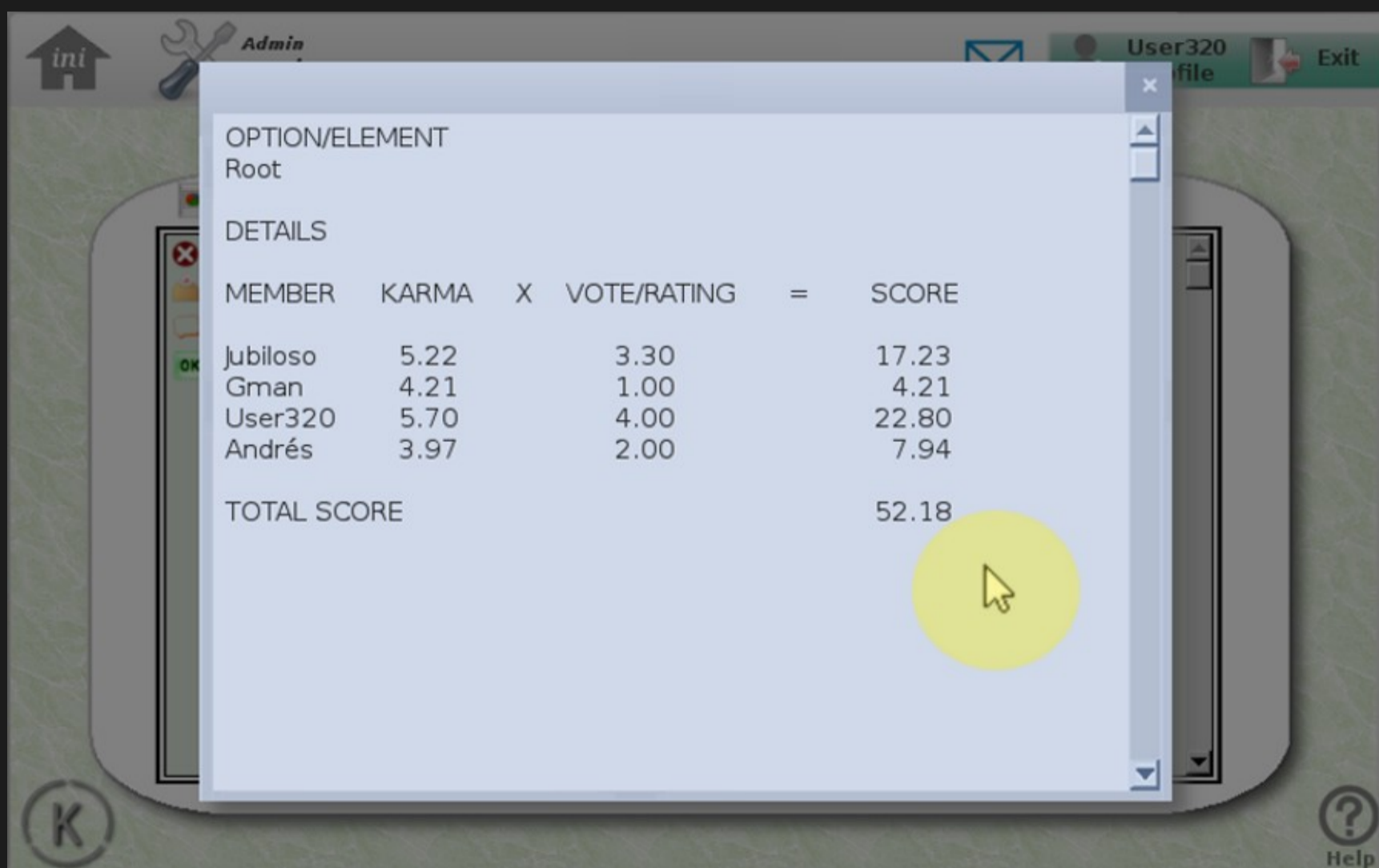


OPTION/ELEMENT					
Troller					
DETAILS					
MEMBER	KARMA	X	VOTE/RATING	=	SCORE
Jubiloso	5.22		2.00		10.44
Gman	4.21		1.00		4.21
User320	5.70		0.00		0.00
Andrés	3.97		1.00		3.97
TOTAL SCORE					18.62

The rating issued by each member/user (from 0 to 4 points) is multiplied by his/her corresponding karma in the team (in this case the karma in the technical support team). Thus, the score given by those members with a higher karma has a greater weight than the score given by those with a lower karma.

As you can see, Jubiloso has given 2 points to the “Troller” option. Gman and Andrés have given 1 point, while User320 has given 0 points to this option. The ratings have been multiplied by the corresponding karma of each member in the technical support team. This option has obtained a total score of 18.62 points.

If you click on **"details" in the "Root" option**, you'll see the details of the score obtained by this option on a pop-up window:



OPTION/ELEMENT					
Root					
DETAILS					
MEMBER	KARMA	X	VOTE/RATING	=	SCORE
Jubiloso	5.22		3.30		17.23
Gman	4.21		1.00		4.21
User320	5.70		4.00		22.80
Andrés	3.97		2.00		7.94
TOTAL SCORE					52.18

The rating issued by each member/user (from 0 to 4 points) is multiplied by his/her corresponding karma in the team (in this case the karma in the technical support team). Thus, the score given by those members with a higher karma has a greater weight than the score given by those with a lower karma.

As you can see, User320 has given 4 points to the “Root” option, Jubiloso has given 3.30 points, Andrés 2 points, while Gman has given only 1 point to the “Root” option. The ratings have been multiplied by the corresponding karma of each member in the technical support team. Thus, the “Root” option has obtained a total score of 52.18 points.

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**[3.5.3.7] Questionnaire 00230 - Closed questionnaire in which users had to choose from various options.**

On the list of decision questionnaires, if you click on decision questionnaire No. 00230, you see the following:

In the field "**Status**" you can see that it is an closed questionnaire, so the voting/rating has finished.

In the field "**Type**" you can see that it is a questionnaire in which you had to choose from various options.

You are also presented with **additional information**: reference number, the date the questionnaire was created, the team where it was created, the nickname of the person who created it (Ravana, moderation team coordinator), title and description.

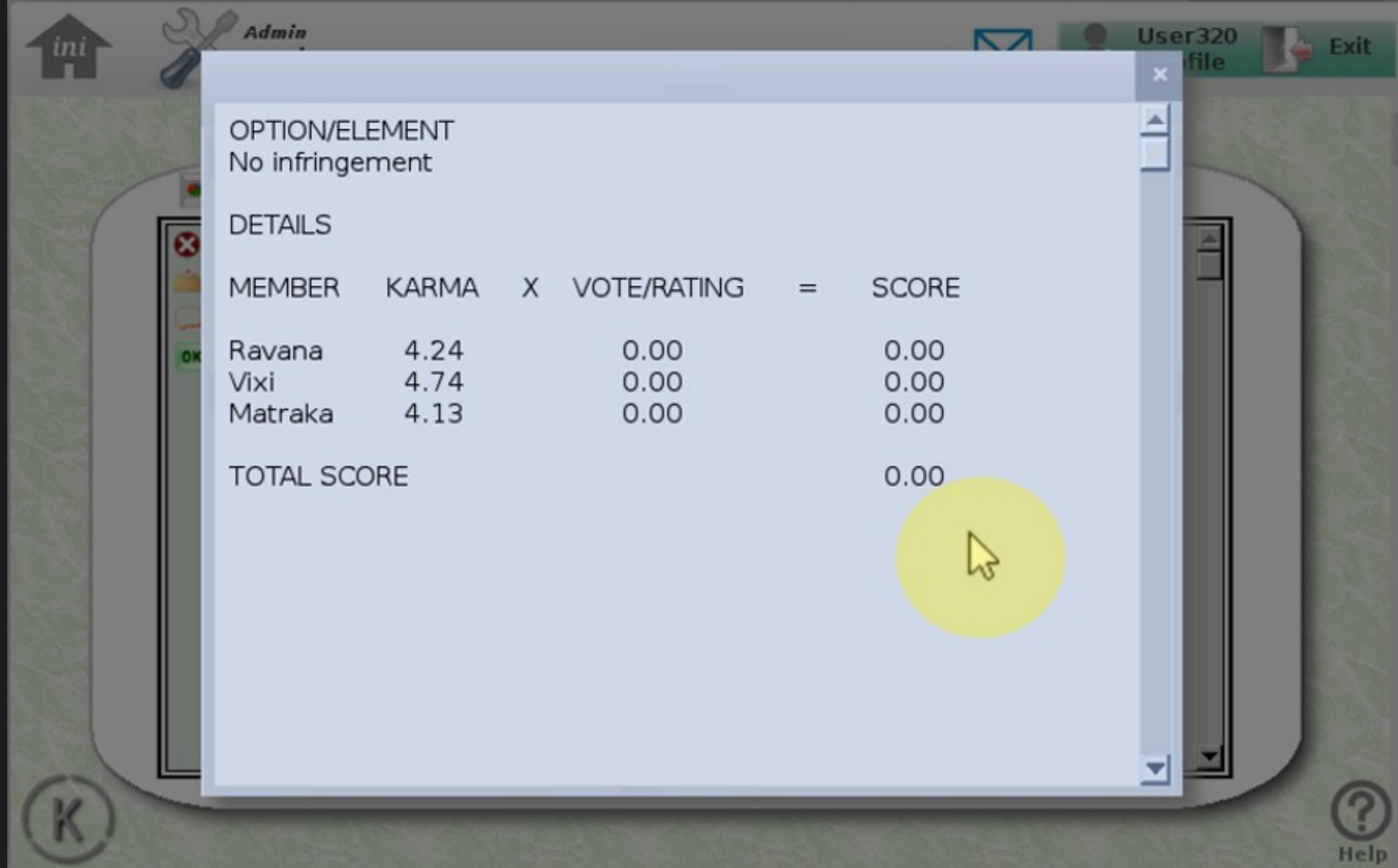
In the upper left we see **4 icons**:



- The first icon is used to eliminate the decision questionnaire if, for example, there was a mistake when it was created. This icon can only be used by the coordinators of the team where the questionnaire was created.
- The second icon is for closing the decision questionnaire, once the period of time agreed for voting/rating has passed. This can only be used by the coordinators of the team for which the questionnaire has been created. As it is a closed questionnaire, if you click on the icon, a message will warn you that the questionnaire has already been closed.
- The third icon is used to access the discussion on the various options given in the decision questionnaire.
- The fourth icon is for making sure that your vote or rating is saved. As it is a closed questionnaire, this icon will have no effect.

In the area of "**Elements / Options**" you can see the results of the vote. As shown, the "Minor infringement" option has won, obtaining a score of 13.11 points.

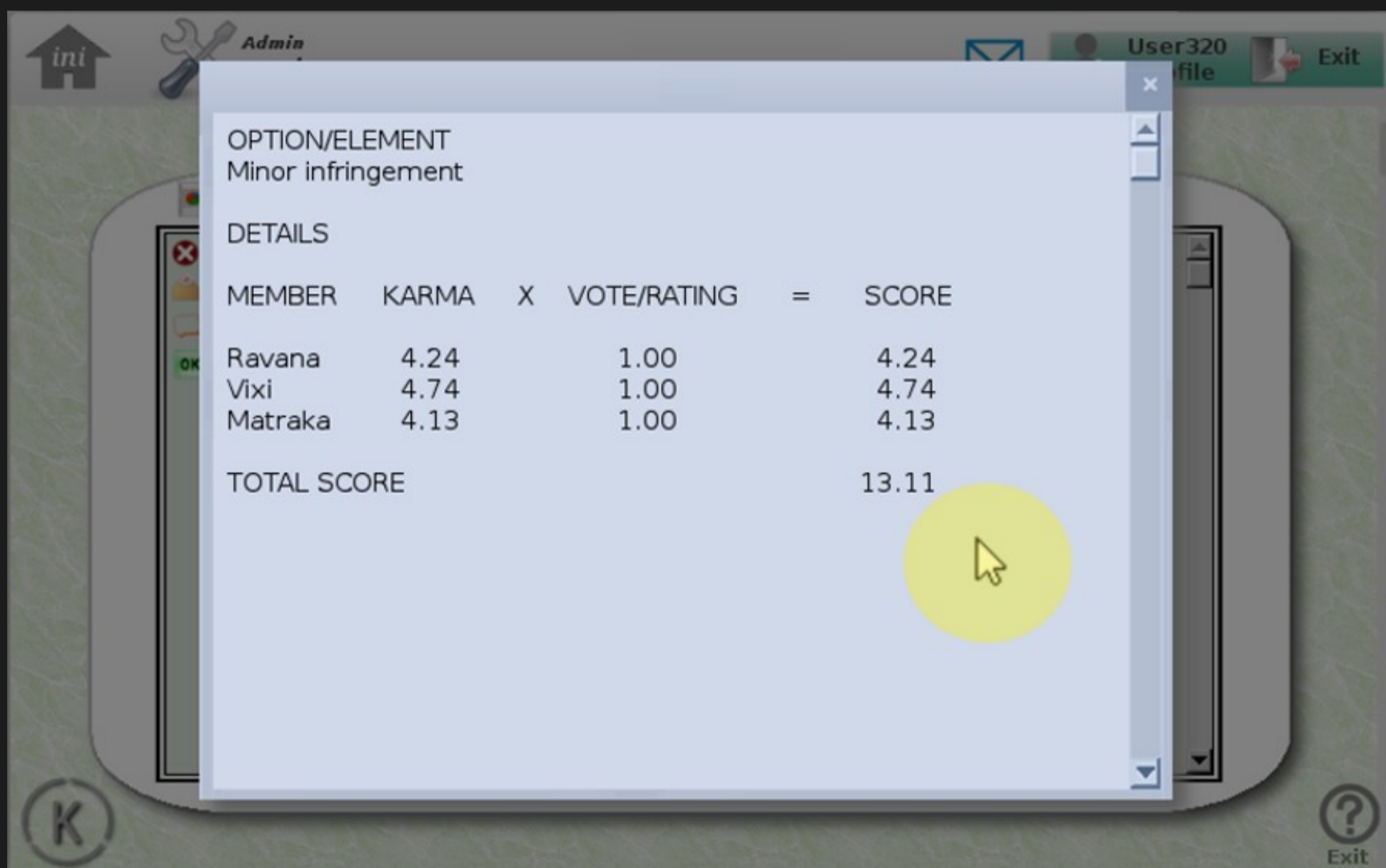
If you click on "**details**" in the "**No infringement**" option, you'll see the details of the score obtained by this option on a pop-up window:



The vote cast by each member (1 point) is multiplied by his/her corresponding karma in the team (in this case, the karma in the moderation team). Thus, the vote of those members with a higher karma has a greater weight than the vote of those with a lower karma.

As you can see, none of the members has voted for this option. The “No infringement” option has obtained 0 points.

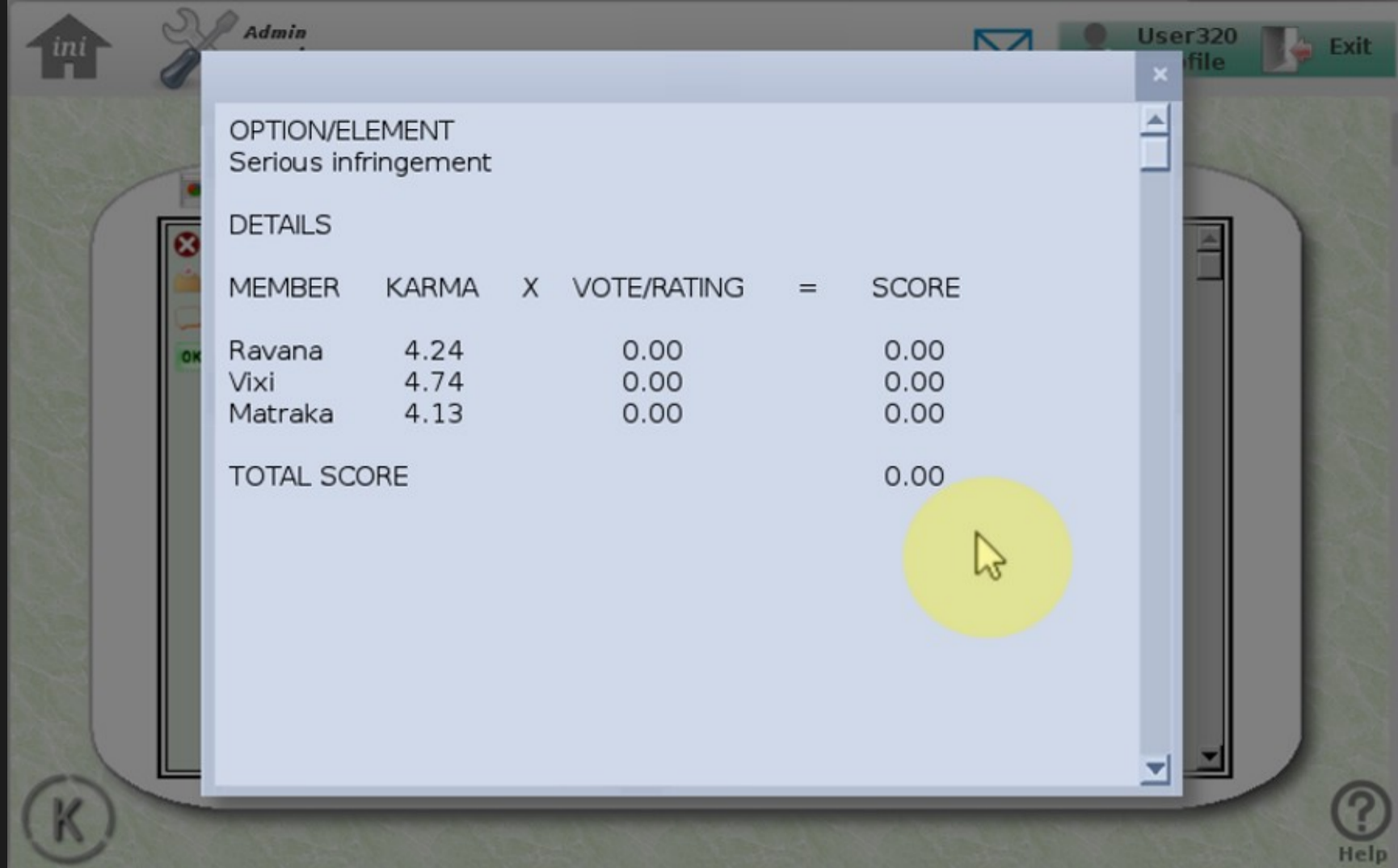
If we click on **“details” in the “Minor infringement” option**, you'll see the details of the score obtained by this option on a pop-up window:



The vote cast by each member (1 point) is multiplied by his/her corresponding karma in the team (in this case, the karma in the moderation team). Thus, the vote of those members with a higher karma has a greater weight than the vote of those with a lower karma.

As you can see, Ravana, Vixi and Matraka have voted for the “Minor infringement” option. Each member's vote has been multiplied by his/her karma in the moderation team. Thus, the "Minor infringement" option obtained a total score of 13.11 points.

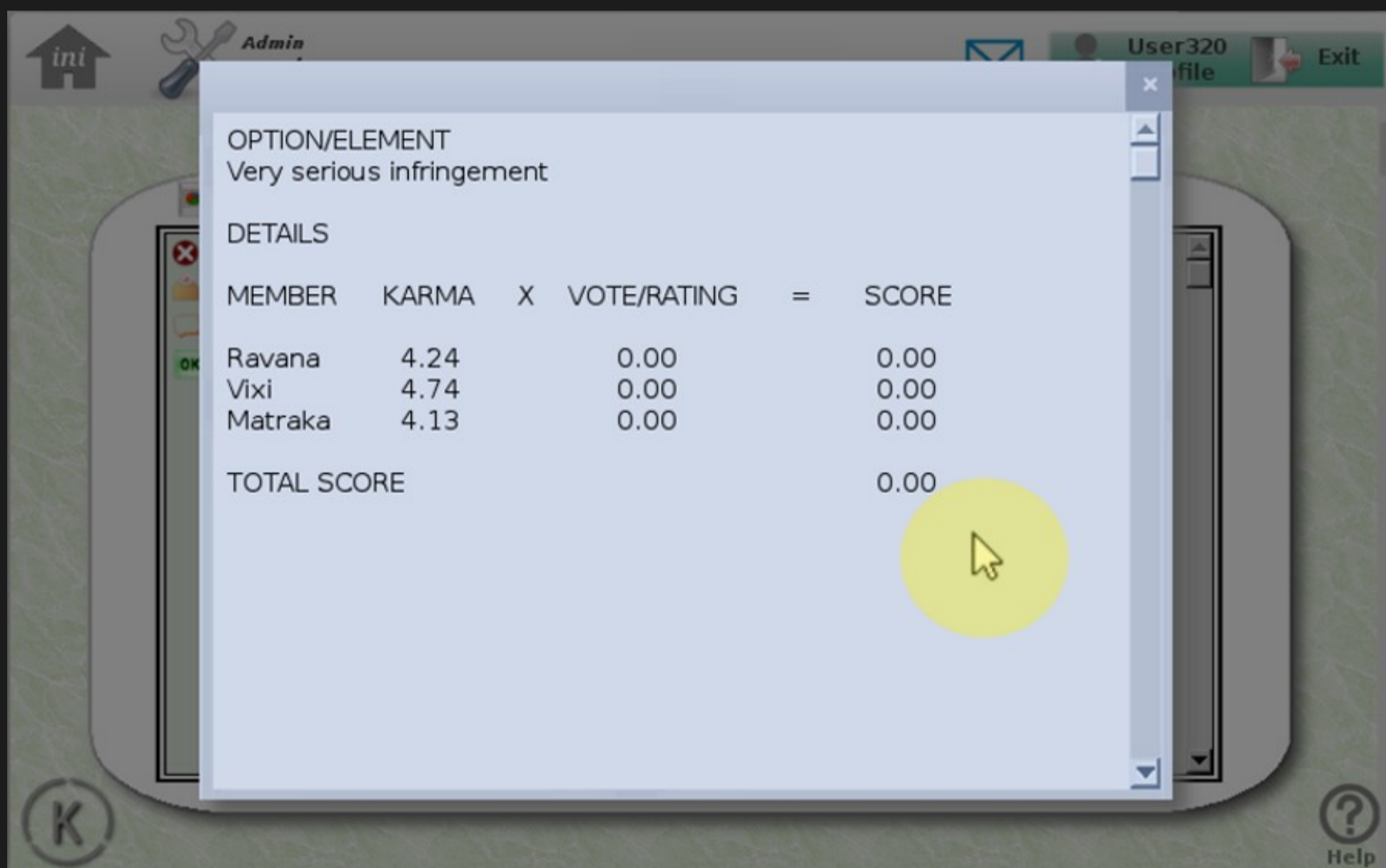
If you click on **“details” in the “Serious infringement” option**, you'll see the details of the score obtained by this option on a pop-up window:



The vote cast by each member (1 point) is multiplied by his/her corresponding karma in the team (in this case, the karma in the moderation team). Thus, the vote of those members with a higher karma has a greater weight than the vote of those with a lower karma.

As you can see, none of the members has voted for this option. The “Serious infringement” option has obtained 0 points.

If you click on **“details” in the “Very serious infringement” option**, you'll see the details of the score obtained by this option on a pop-up window:







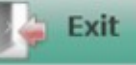
The vote cast by each member (1 point) is multiplied by his/her corresponding karma in the team (in this case, the karma in the moderation team). Thus, the vote of those members with a higher karma has a greater weight than the vote of those with a lower karma.





As you can see, none of the members has voted for this option. The “Very serious infringement” option has obtained 0 points.

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#### **[3.5.3.8] Questionnaire 00229 - Closed questionnaire in which users choose some options/elements from a list.**



On the list of decision questionnaires, if you click on decision questionnaire No. 00229, you see the following:

## Decision questionnaires > 00229

<b>Reference number</b>	<b>Status</b>	<b>Date</b>
00229	Closed	23/03/2014
<b>Author's nickname</b>	<b>Team</b>	
Ravana	Moderation	
<b>Title</b>		
Next meeting date		
<b>Description</b>		
When do you have time for the next meeting? Check the box for times that you are available.		
<b>Type</b>		
Choose some options/elements from a list		
<b>Elements/Options</b>	<b>Score</b>	
· 01/04/2014 at 21:30	13.11	<a href="#">details</a>
· 02/04/2014 at 18:00	2.42	<a href="#">details</a>
· 02/04/2014 at 20:00	2.42	<a href="#">details</a>
· 02/04/2014 at 22:00	8.98	<a href="#">details</a>

In the field "**Status**" you can see that it is an closed questionnaire, so the voting/rating has finished.

In the field "**Type**" you can see that it is a questionnaire in which you could choose some options/elements.

You are also presented with **additional information**: reference number, the date the questionnaire was created, the team where it was created, the nickname of the person who created it (Ravana, moderation team coordinator), title and description.

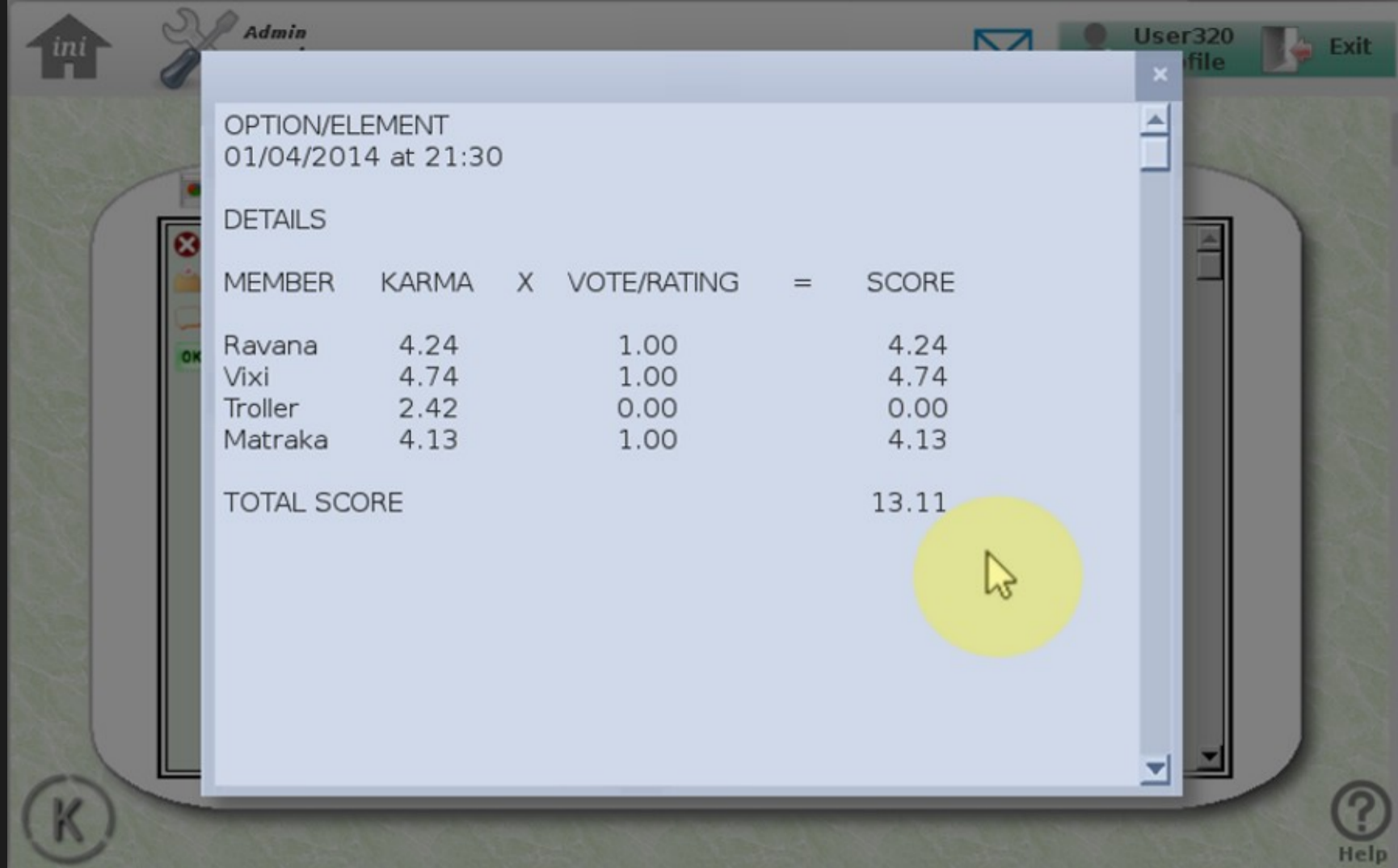
In the upper left we see **4 icons**:



- The first icon is used to eliminate the decision questionnaire if, for example, there was a mistake when it was created. This icon can only be used by the coordinators of the team where the questionnaire was created.
- The second icon is for closing the decision questionnaire, once the period of time agreed for voting/rating has passed. This can only be used by the coordinators of the team for which the questionnaire has been created. As it is a closed questionnaire, if you click on the icon, a message will warn you that the questionnaire has already been closed.
- The third icon is used to access the discussion on the various options given in the decision questionnaire.
- The fourth icon is for making sure that your vote or rating is saved. As it is a closed questionnaire, this icon will have no effect.

In the area of "**Elements / Options**" you can see the results of the vote. As shown, the option "01/04/2014 at 21:30" has won, obtaining a score of 13.11 points.

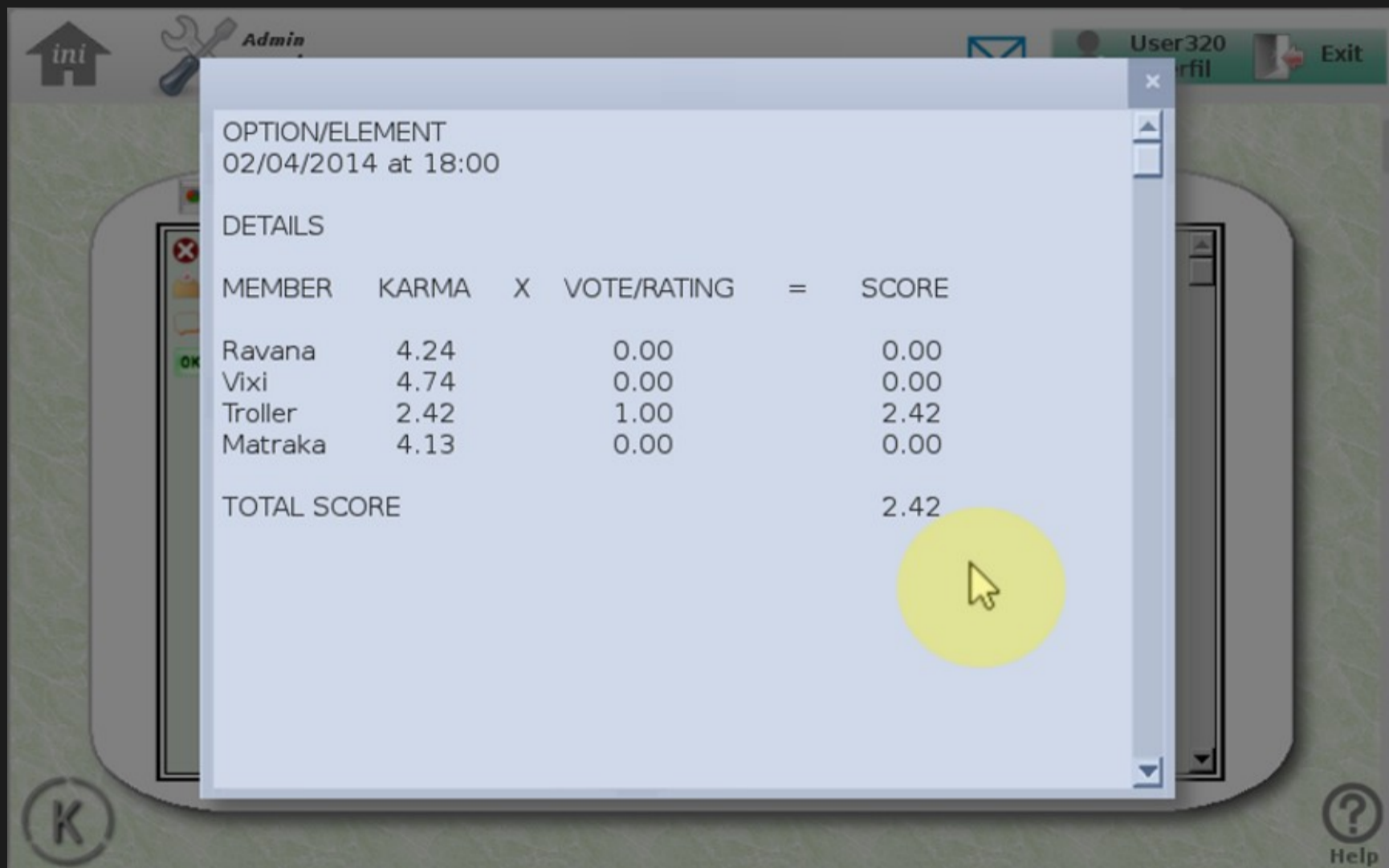
If you click on "**details**" in the option "**01/04/2014 at 21:30**", you'll see the details of the score obtained by this option on a pop-up window:



The vote cast by each member (1 point) is multiplied by his/her corresponding karma in the team (in this case, the karma in the moderation team). Thus, the vote of those members with a higher karma has a greater weight than the vote of those with a lower karma.

As you can see, Ravana, Vixi and Matraka have checked the option "01/04/2014 at 21:30". Each member's vote has been multiplied by his/her karma in the moderation team. Thus, the option "01/04/2014 at 21:30" obtained a total score of 13.11 points.

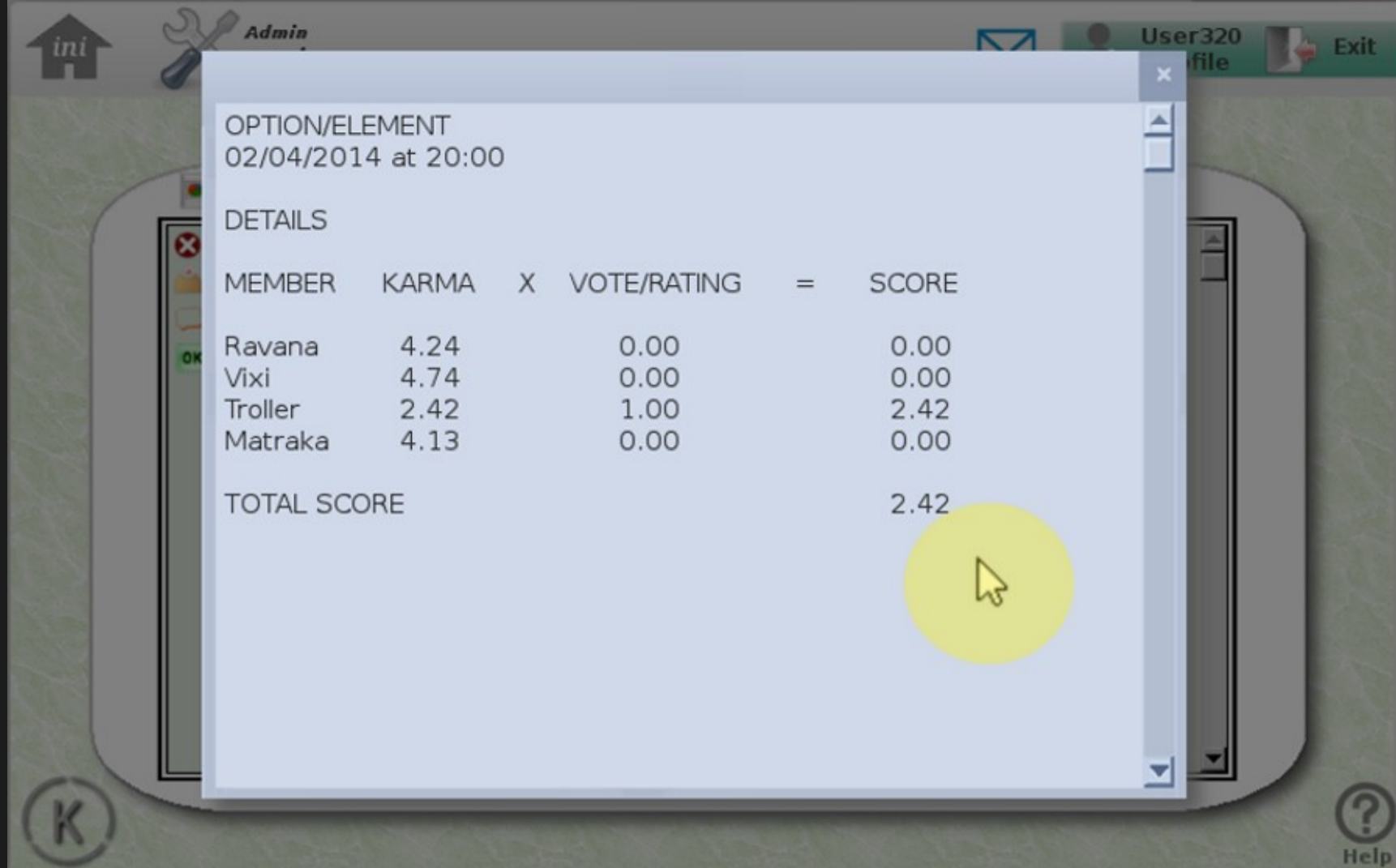
If you click on **"details" in the option "02/04/2014 at 18:00"**, you'll see the details of the score obtained by this option on a pop-up window:



The vote cast by each member (1 point) is multiplied by his/her corresponding karma in the team (in this case, the karma in the moderation team). Thus, the vote of those members with a higher karma has a greater weight than the vote of those with a lower karma.

As you can see, only Troller has checked the option "02/04/2014 at 18:00". Each member's vote has been multiplied by his/her karma in the moderation team. Thus, the option "02/04/2014 at 18:00" obtained a total score of 2.42 points.

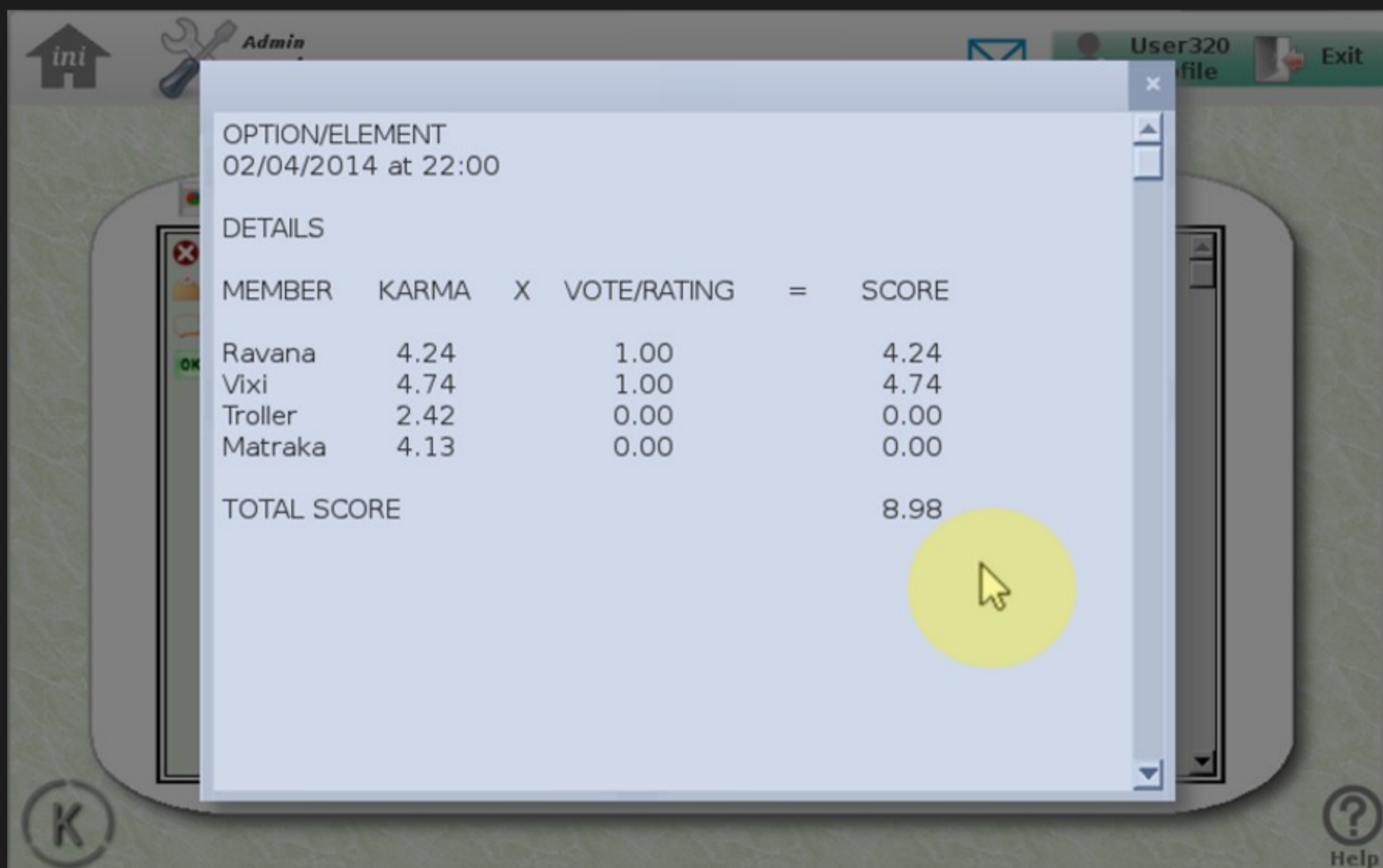
If you click on **"details" in the option "02/04/2014 at 20:00"**, you'll see the details of the score obtained by this option on a pop-up window:



The vote cast by each member (1 point) is multiplied by his/her corresponding karma in the team (in this case, the karma in the moderation team). Thus, the vote of those members with a higher karma has a greater weight than the vote of those with a lower karma.

As you can see, only Troller has checked the option "02/04/2014 at 20:00". Each member's vote has been multiplied by his/her karma in the moderation team. Thus, the option "02/04/2014 at 20:00" obtained a total score of 2.42 points.

If you click on **"details" in the option "02/04/2014 at 22:00"**, you'll see the details of the score obtained by this option on a pop-up window:



The vote cast by each member (1 point) is multiplied by his/her corresponding karma in the team (in this case, the karma in the moderation team). Thus, the vote of those members with a higher karma has a greater weight than the vote of those with a lower karma.

As you can see, Ravana and Vixi have checked the option "02/04/2014 at 22:00". Each member's vote has been multiplied by his/her karma in the moderation team. Thus, the option "02/04/2014 at 22:00" obtained a total score of 8.98 points.

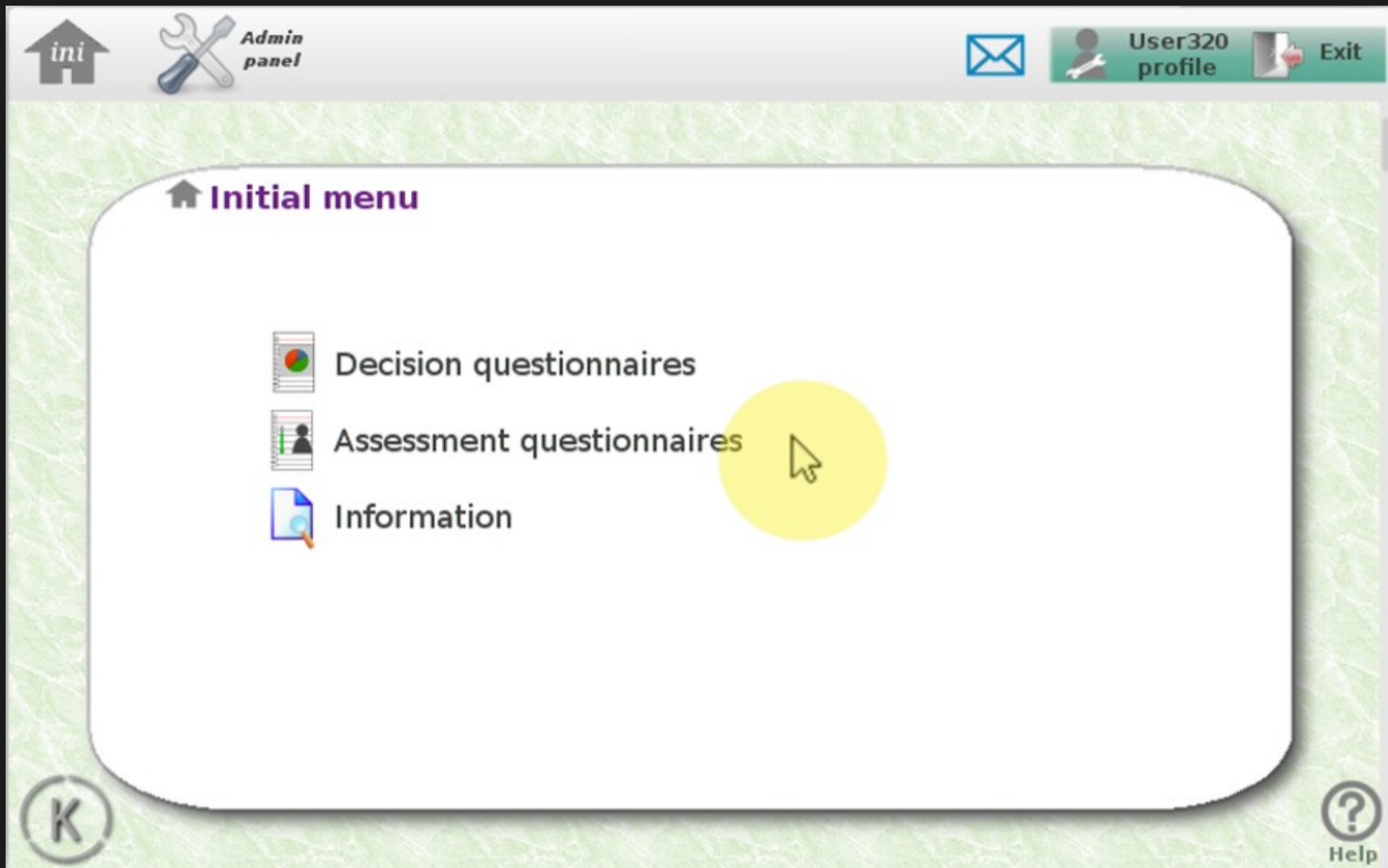
[\[Go to index\]](#)

### **[3.6] ASSESSMENT QUESTIONNAIRES.**

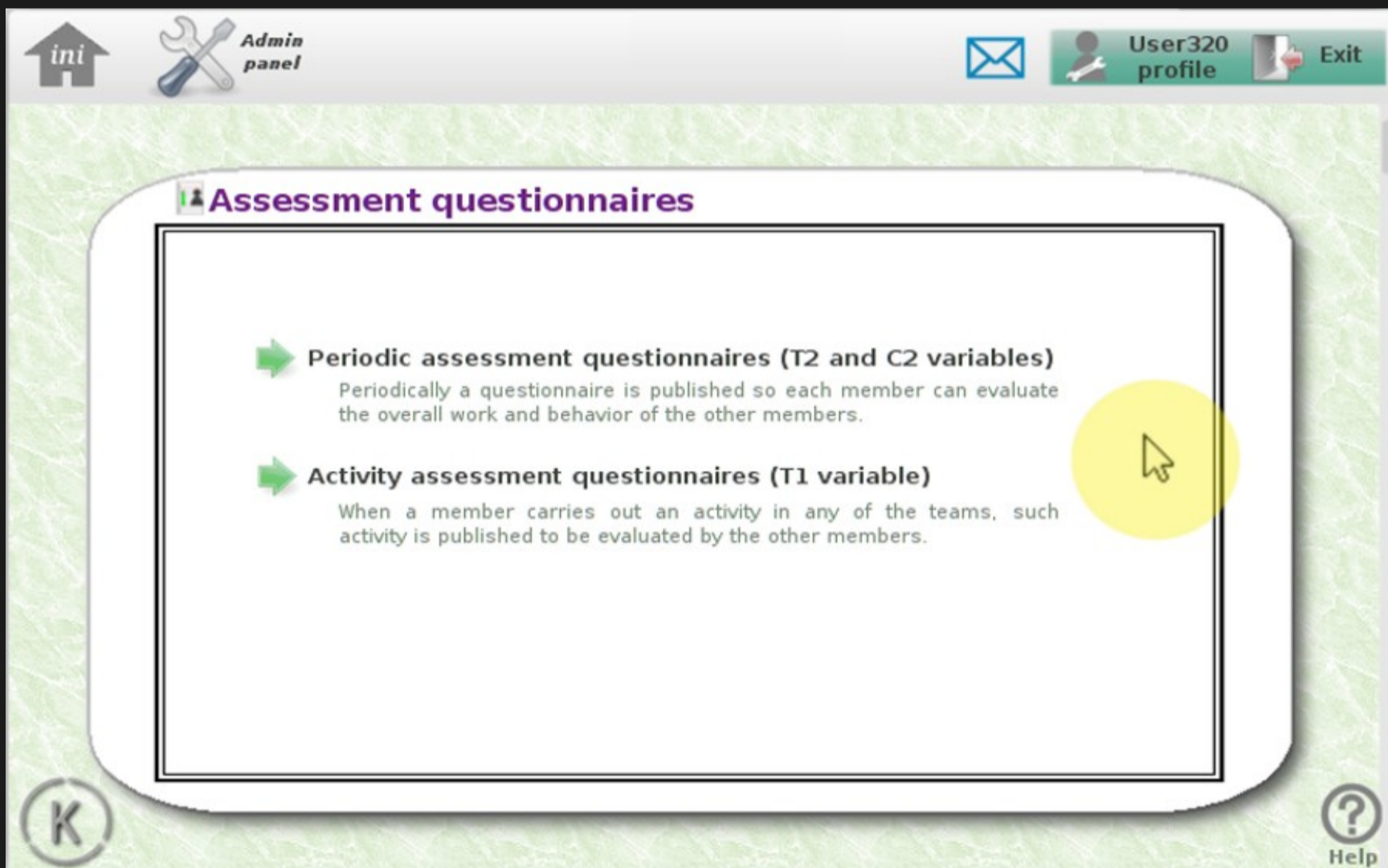
#### **[3.6.0] INTRODUCTION.**

We have shown that there is a karma that determines the weight of the vote of members when making decisions in the various teams. But how does the karma of members is calculated in the teams? The calculation is based on data collected in assessment questionnaires. In these questionnaires, members rate the work and behavior of their peers in the various teams of the organization.

To access the assessment questionnaires section, go to the initial menu and click on "Assessment questionnaires."



As shown below, there are actually two types of assessment questionnaires:



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### **[3.6.1] PERIODIC ASSESSMENT QUESTIONNAIRES.**

#### **[3.6.1.0] Introduction.**

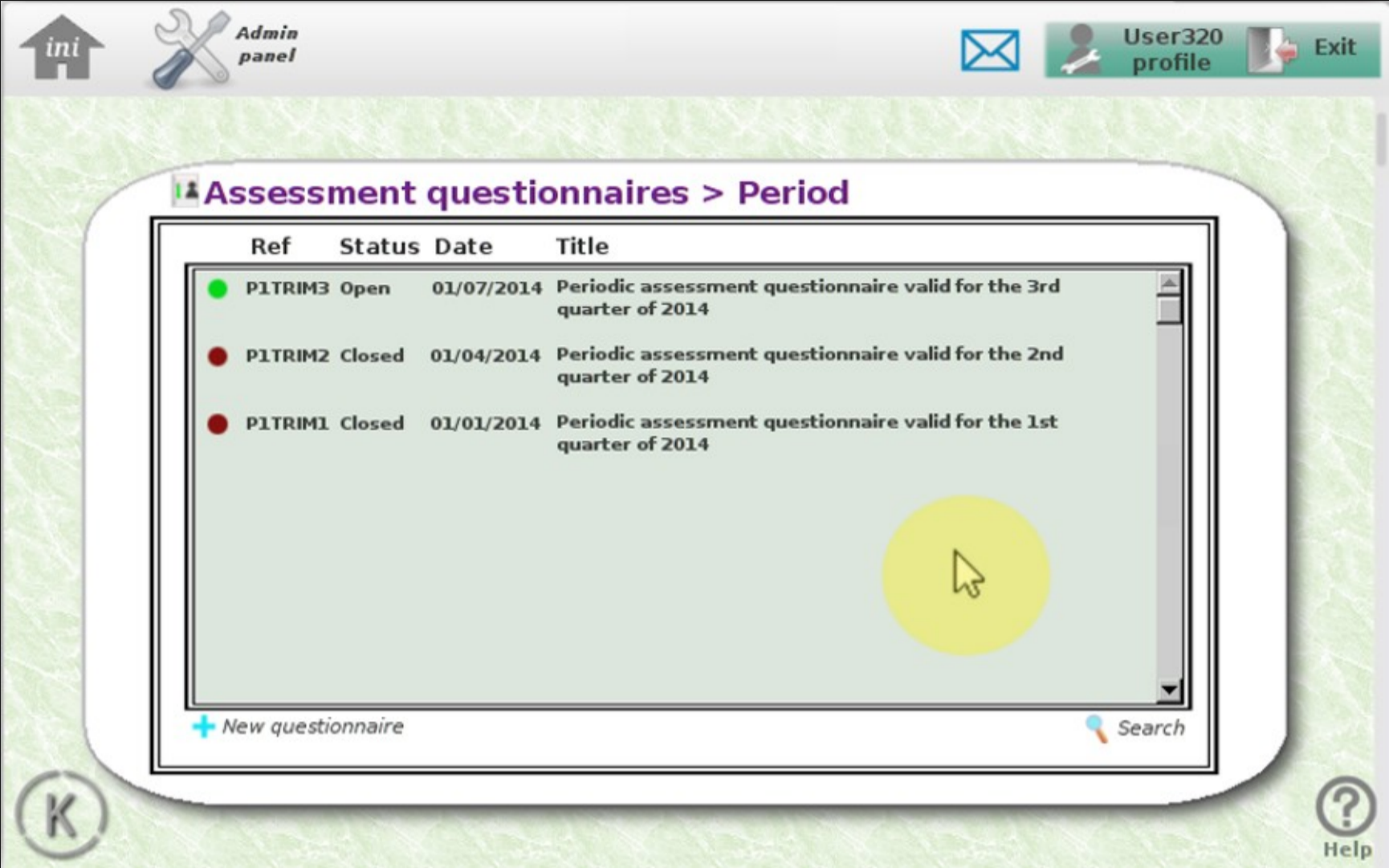
Periodic assessment questionnaires are those in which each member rates, from time to time (e.g quarterly), the overall contribution of other members to the work of each of the teams (including the occasional help to peers, commitment to teamwork, accredited knowledge in various disciplines...) as well as their general conduct (manners, respect, ...) in the whole organization.

So periodically, usually at the end of each quarter, the application automatically generates an assessment questionnaire in which members can be evaluated. The questionnaire is generated and opened on the 1st of the month following the period (generally a quarter) just ended and it's closed after five days. During those five days members will assess the overall work and behavior of their peers during the last period (quarter).

The data obtained then will be used to calculate the karma of each user in each team valid for the period (quarter) that has just begun.

We must clarify that, in addition to the data from the periodic assessment questionnaires, the data obtained from activity assessment questionnaires during the last period (quarter) will be also used. So the total valuation leading to the calculation of karma is a combination of periodic evaluation and continuous evaluation.

To access periodic assessment questionnaires go to "Initial menu" → "Assessment questionnaires" → "Periodic assessment questionnaires." This will lead to the list of periodic assessment questionnaires that have been published so far:



Depending on their status, we distinguish between:

- **Open questionnaires.** They are questionnaires in which members can still make assessments.
- **Closed questionnaires.** They are questionnaires in which the assessment period has already finished. In closed questionnaires we can see the final results of the assessments.

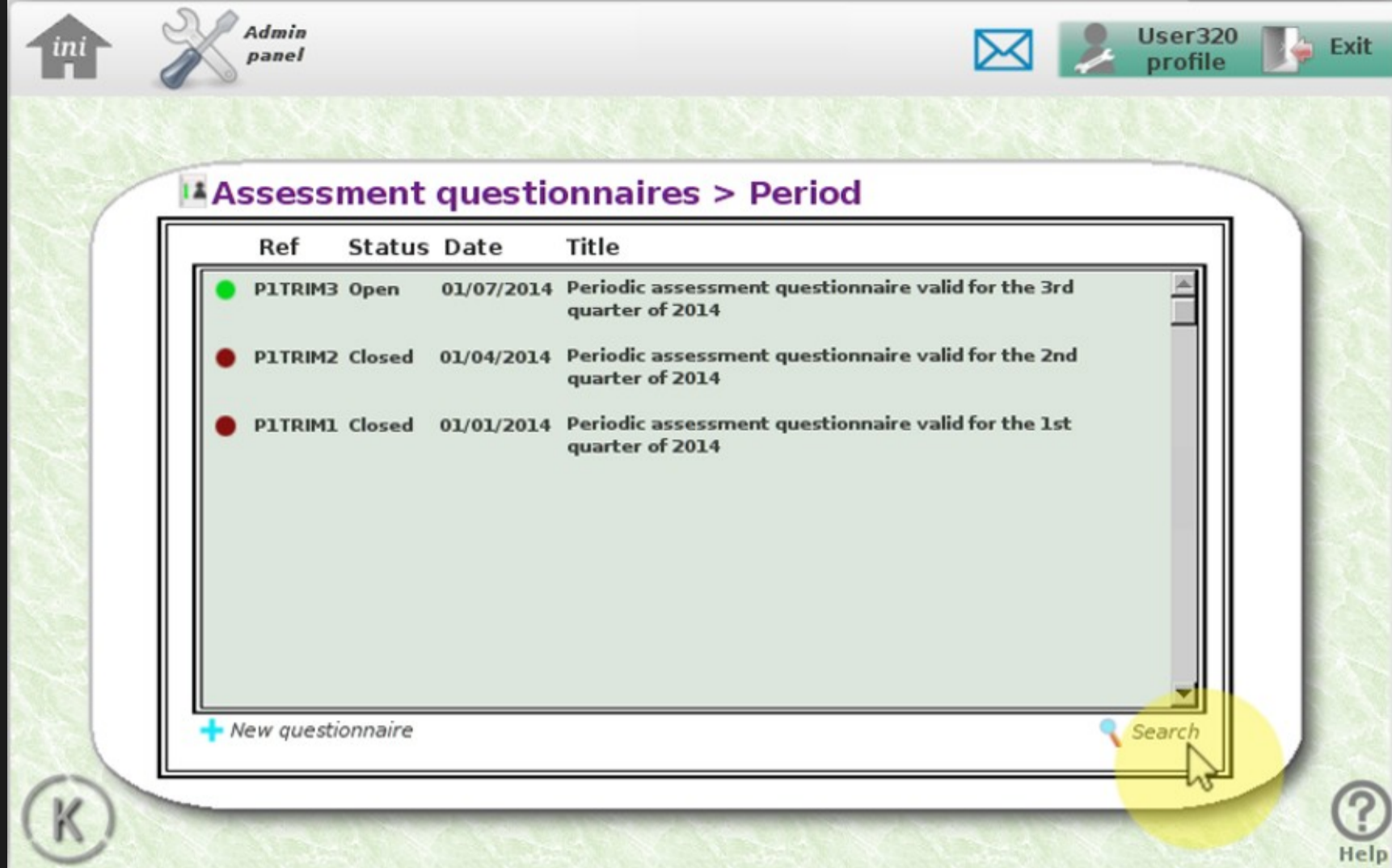
Depending on the way of creation, we distinguish between:

- **Automatically generated questionnaires.** They are those that have been automatically published by the application when a period ends and another begins, for example, at the end of each quarter. These questionnaires remain open for some days (e.g for 5 days) after which the questionnaire is automatically closed to proceed to calculate the resulting karma after the assessments.
- **Extraordinary questionnaires.** These are questionnaires that have been manually created (usually by a coordinator of the general organization team), when there have been extraordinary circumstances leading the members of the organization to agree that an extraordinary assessment is necessary. When a extraordinary assessment questionnaire is created, any periodic assessment questionnaire that may be currently open is closed. The extraordinary assessment questionnaire will be open a few days to allow users to make assessments (e.g for 5 days), after which the questionnaire will be closed automatically to proceed to calculate the resulting karma.

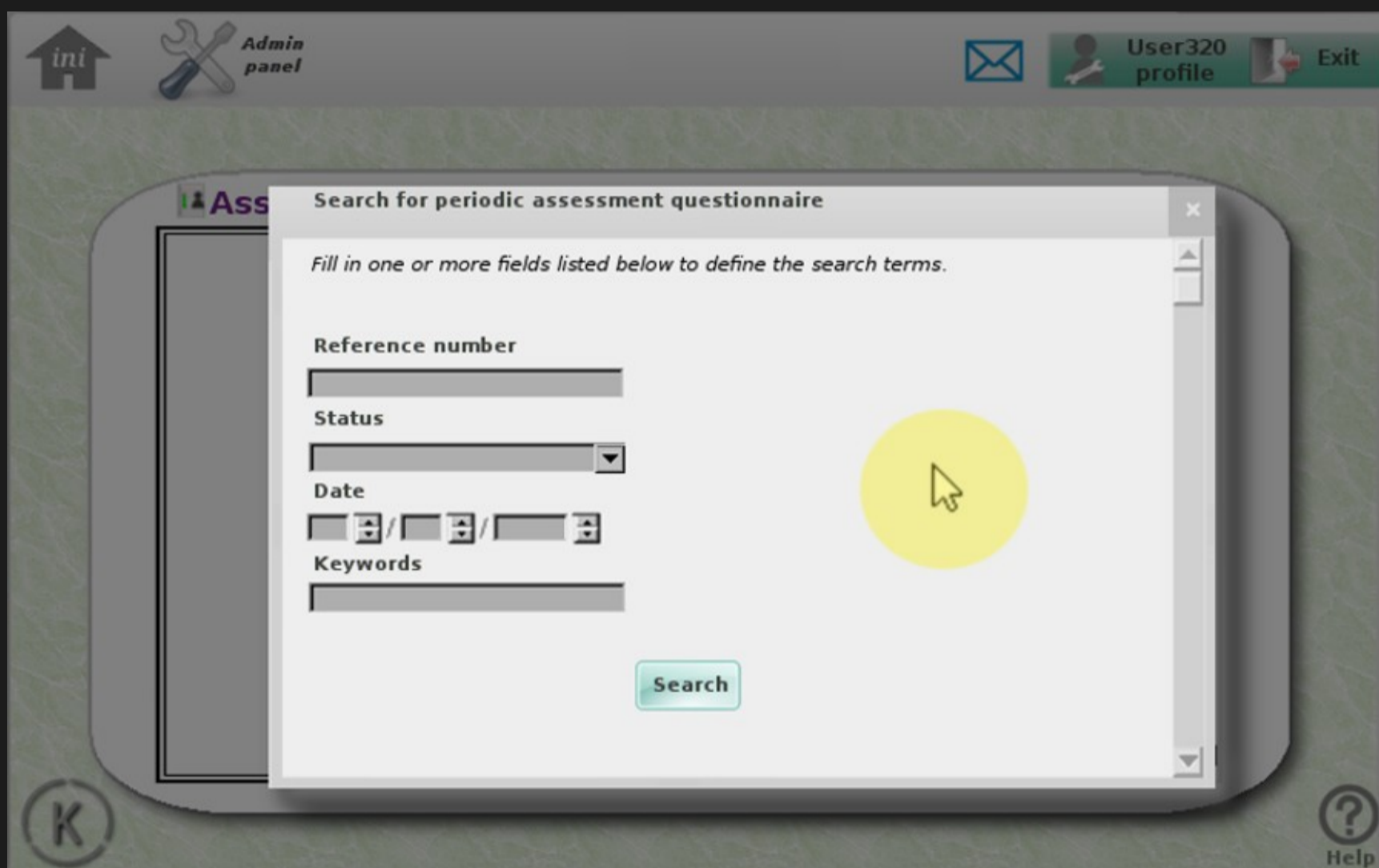
[\[Go to index\]](#)

**[3.6.1.1] Searching for periodic assessment questionnaires.**

If you need to search for any particular questionnaire you can directly browse the list of questionnaires. You also have the option to click on “Search” in the bottom right corner:



Then a pop-up window will open so you can enter the search terms:



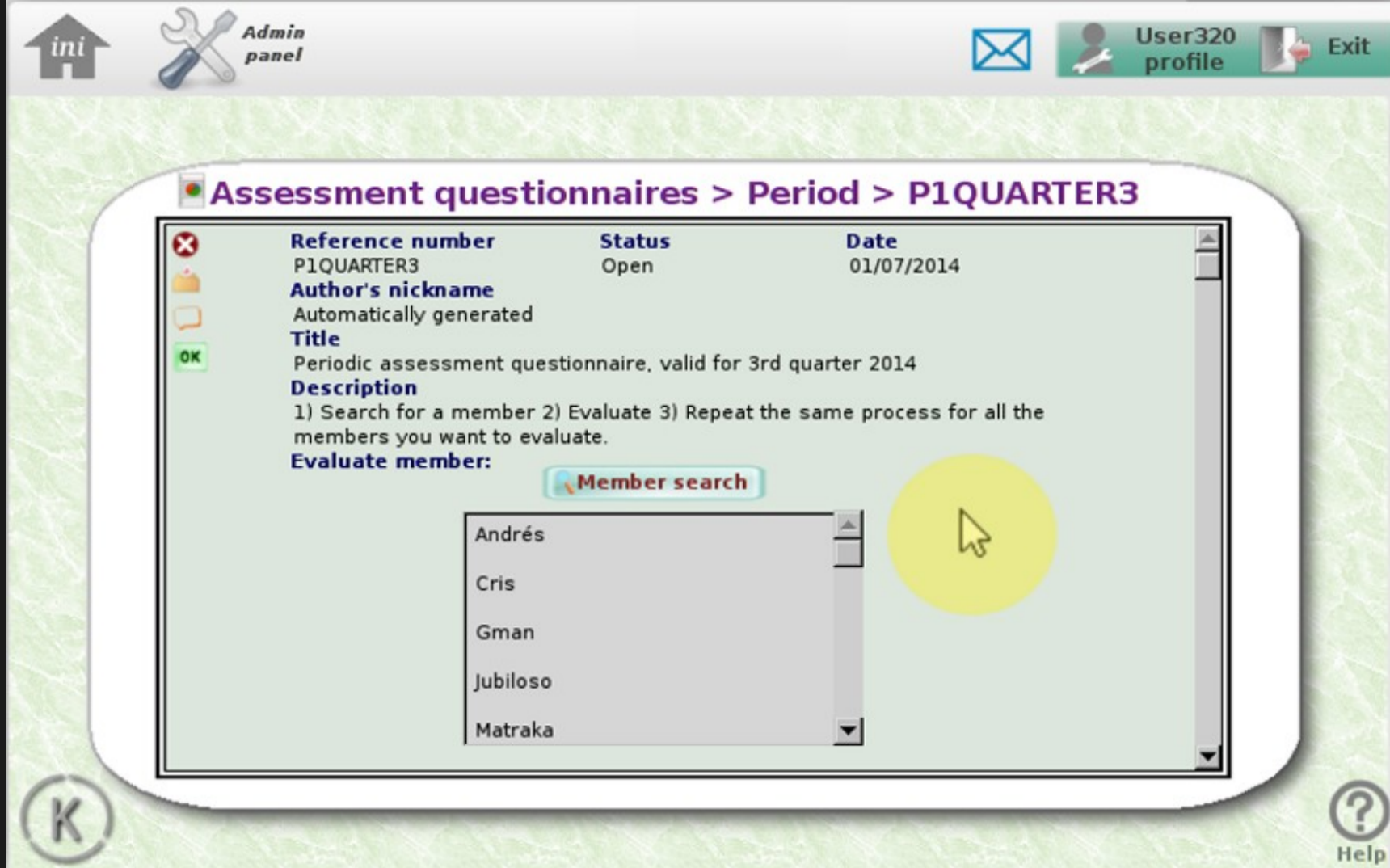
[\[Go to index\]](#)

### **[3.6.1.2] Examples of periodic assessment questionnaires.**

In the following sections we are going to see some examples of periodic assessment questionnaires.

#### **[3.6.1.2.1] Questionnaire P1QUARTER3.**

On the list of periodic assessment questionnaires, if you click on periodic assessment questionnaire P1QUARTER3, you see the following:



In the field "**Status**" you can see that it is an open questionnaire, so you can still rate.

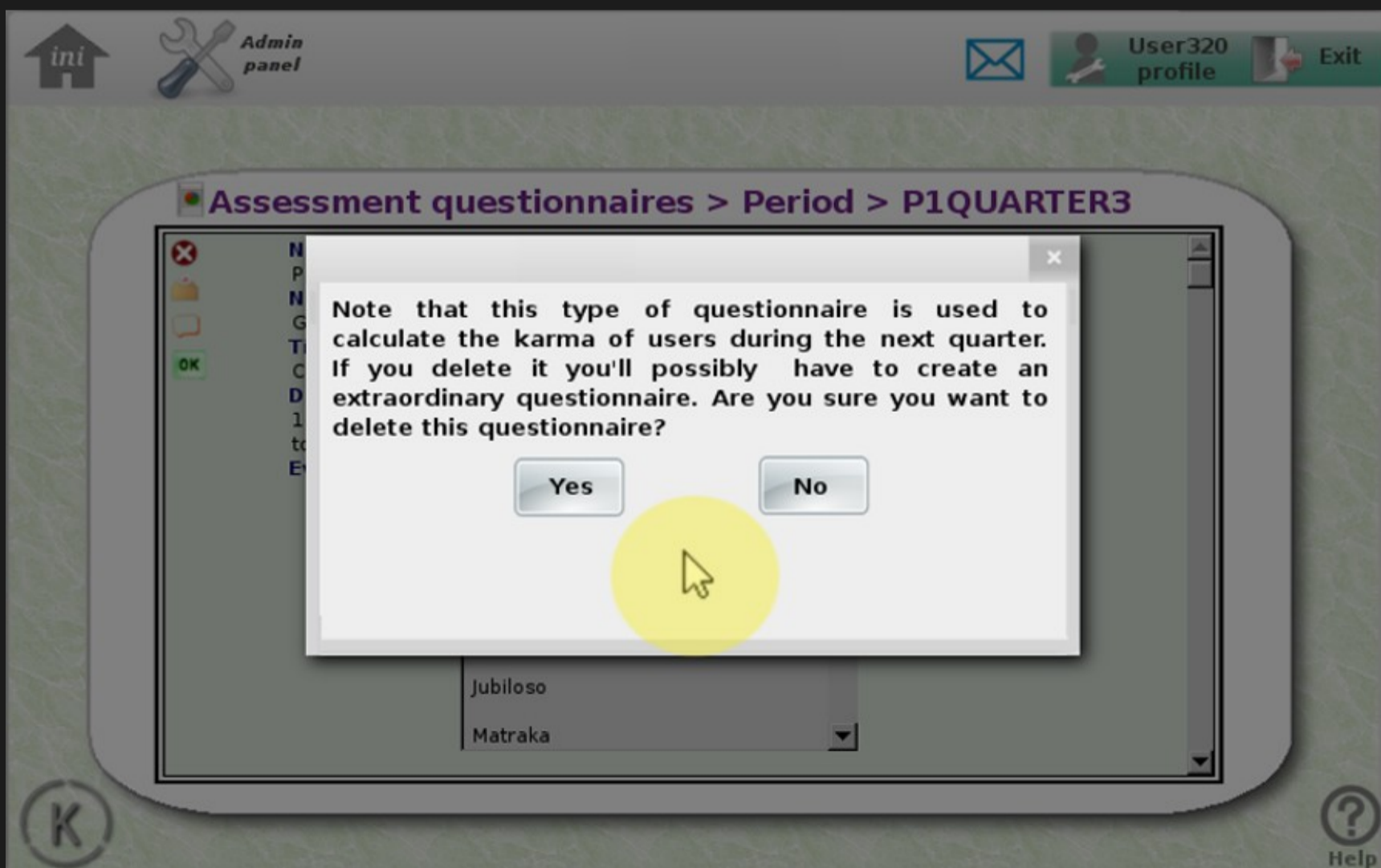
In the field "**Author's nickname**" you can see that this is a questionnaire automatically generated by the application.

You are also presented with **additional information**: Title, reference number, the date when the questionnaire was created.

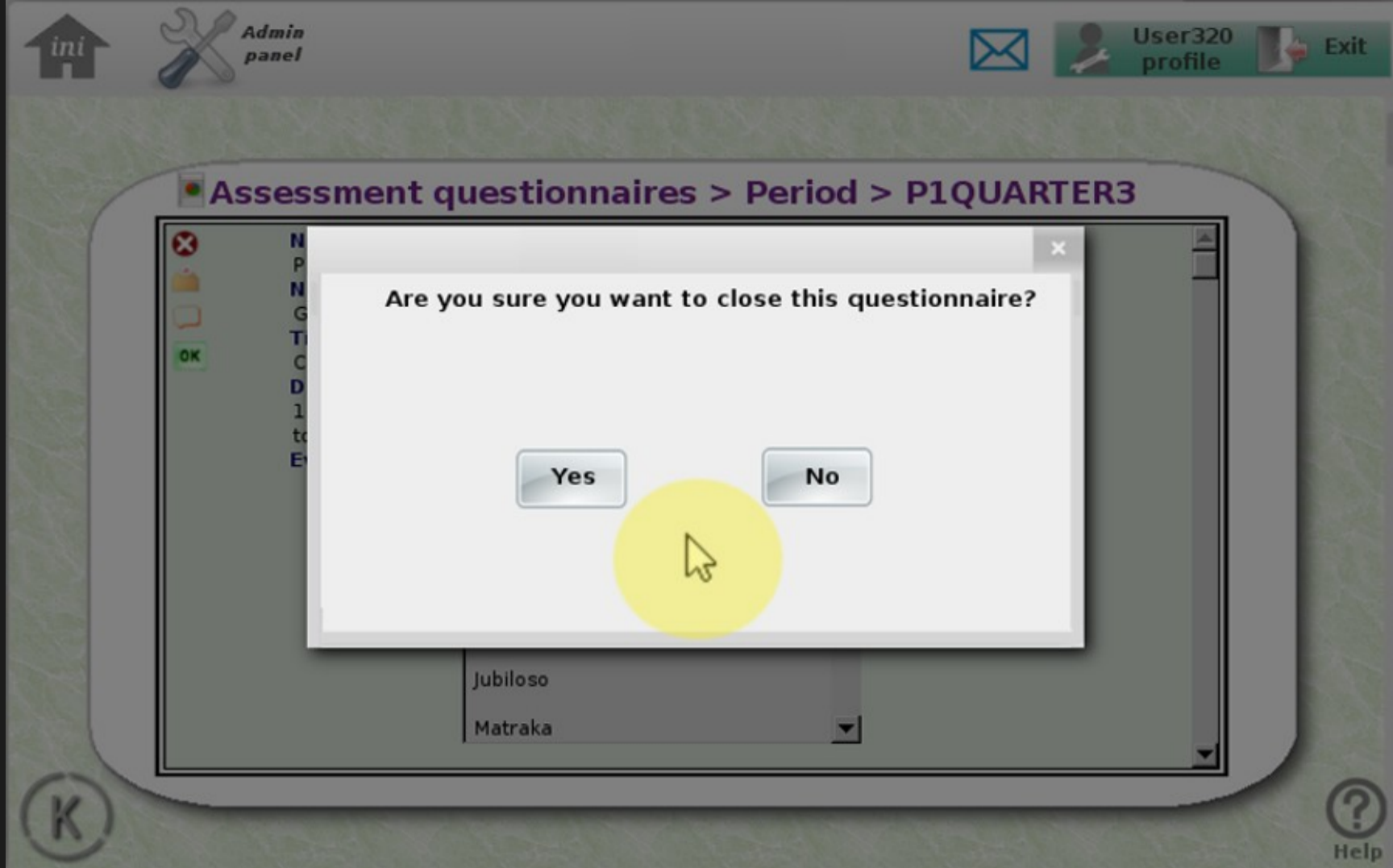
In the upper left we see **4 icons**:



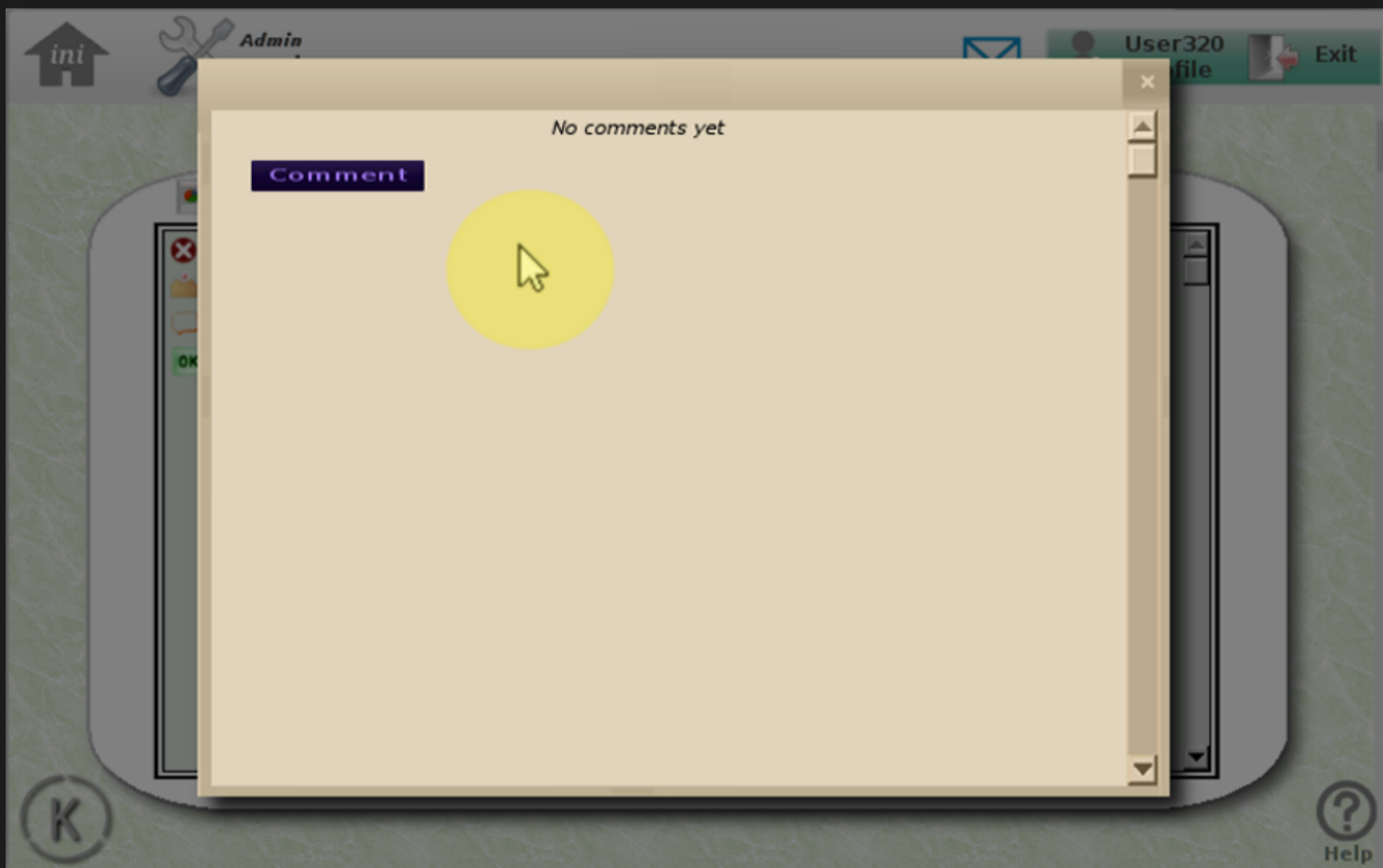
· The first icon is used to eliminate the questionnaire if, for example, there was a mistake when it was created. This can only be used by coordinators of the general organization team. Since periodic assessment questionnaires are normally created automatically by the application, in normal circumstances there are no errors that justify their removal.



· The second icon is used to manually close the questionnaire. Normally periodic assessment questionnaires are closed automatically after a few days since their creation. This action can only be performed, in principle, by coordinators of the general organization team.

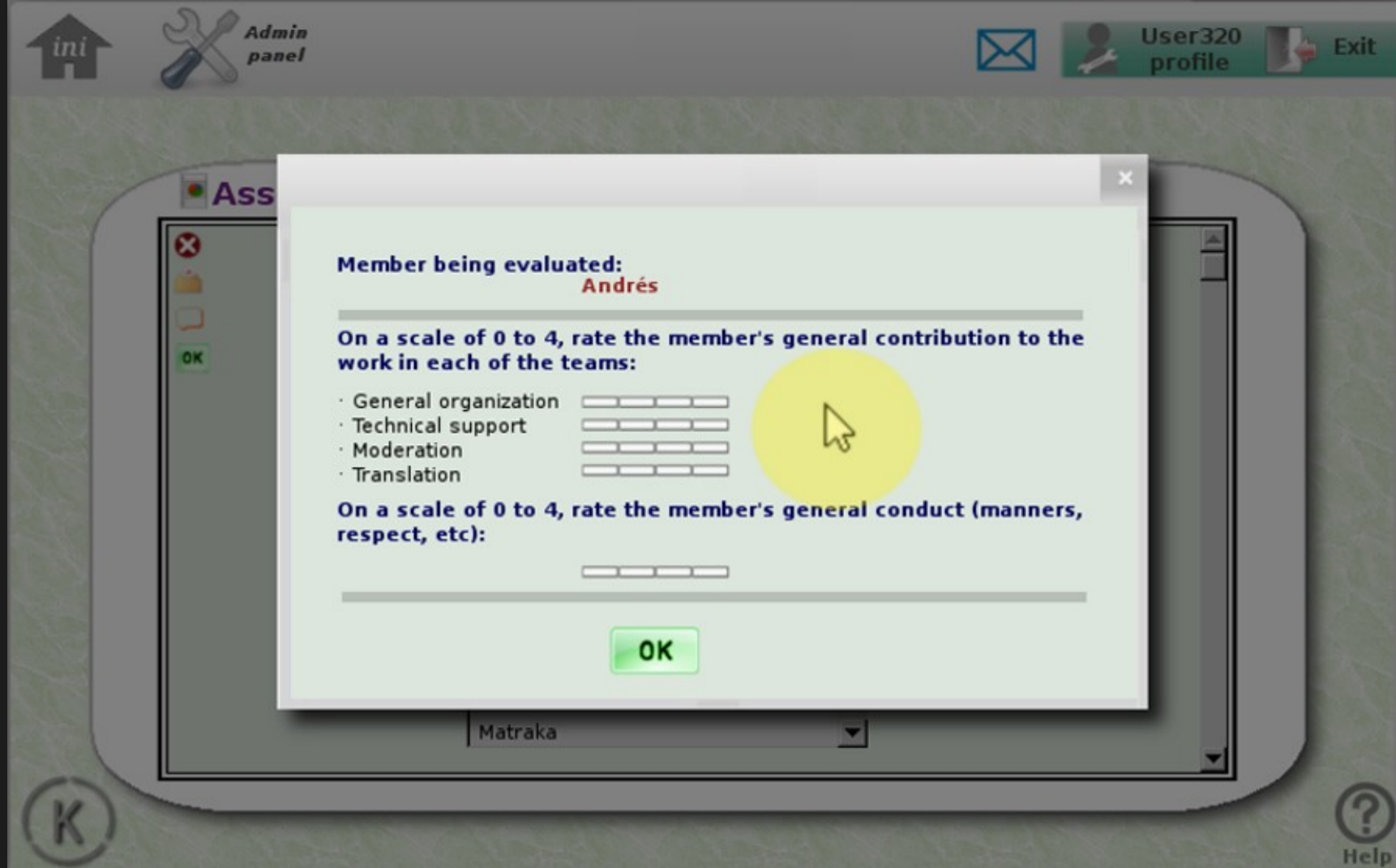


· The third icon is used to access the discussion on the questionnaire. If you click on the icon, you'll be able to comment on a pop-up window.



· The fourth icon is used to make sure that the assessments you have made have been stored.

In the area "**Evaluate member**" you see a list of members that you can evaluate. To evaluate a user you can click on his/her nickname directly on the list or you can click on "Member search" to find the members you want to evaluate. Once you find a member, you click on it and you are presented with a pop-up window:

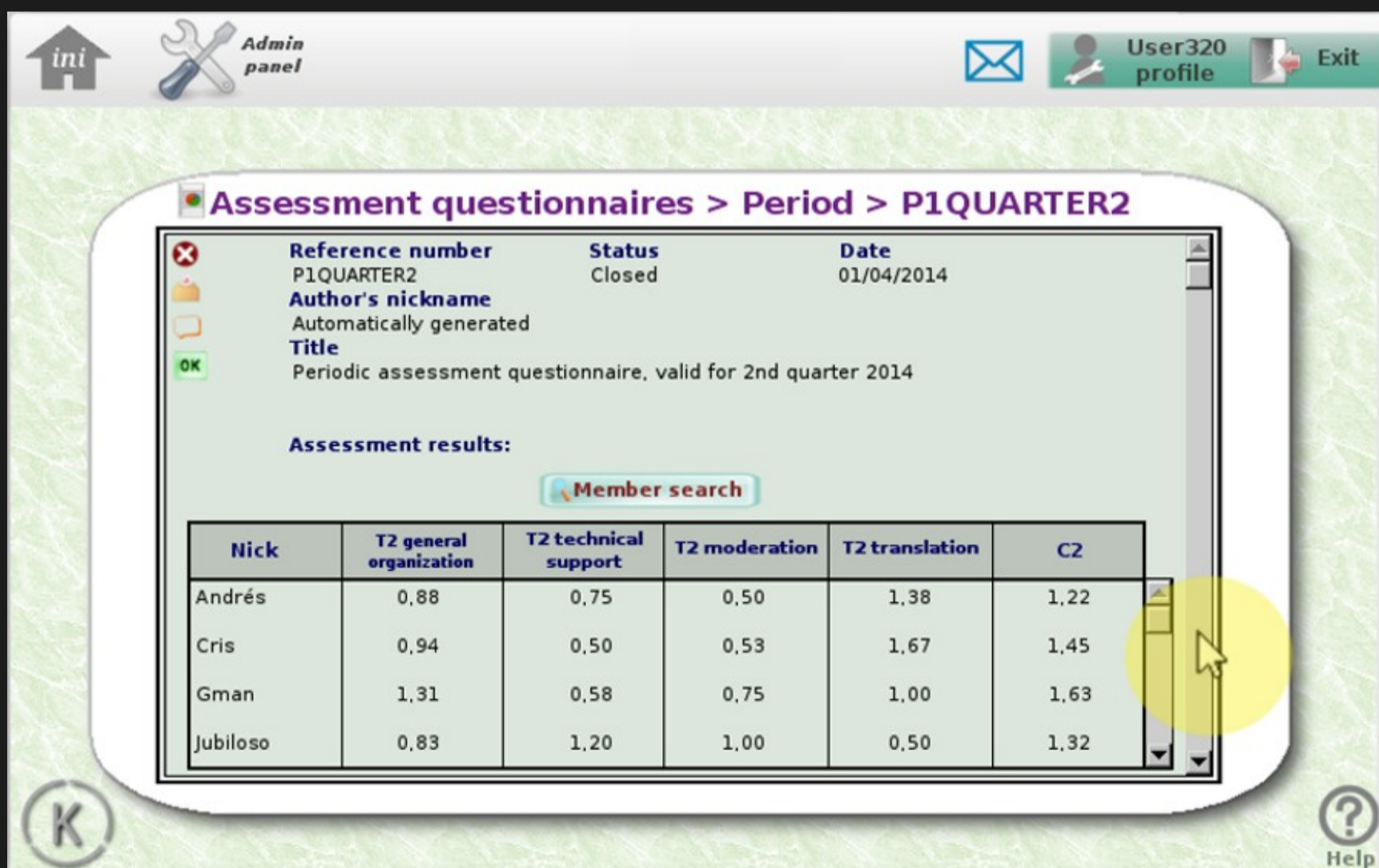


As you see, you can rate, from 0 to 4 points, the overall contribution of members to the work in each team during the last period. You can also rate their conduct in general.

[\[Go to index\]](#)

### [3.6.1.2.2] Questionnaire P1QUARTER2.

On the list of periodic assessment questionnaires, if you click on periodic assessment questionnaire P1QUARTER2, you see the following:



In the field "**Status**" you can see that it is a closed questionnaire, so the time for rating has finished. Once closed, the application has automatically proceeded to calculate the T2 variable of each member in each team (variable related to the work performed in the teams) and the C2 variable of each member in general (variable related to the conduct in all the organization as a whole). In turn, the T2 and C2 variables, along with the T1 variable (calculated with the activity assessment questionnaires) and the C1 variable (which is calculated based on the misconduct reports), are used to calculate the karma of each member in each team.

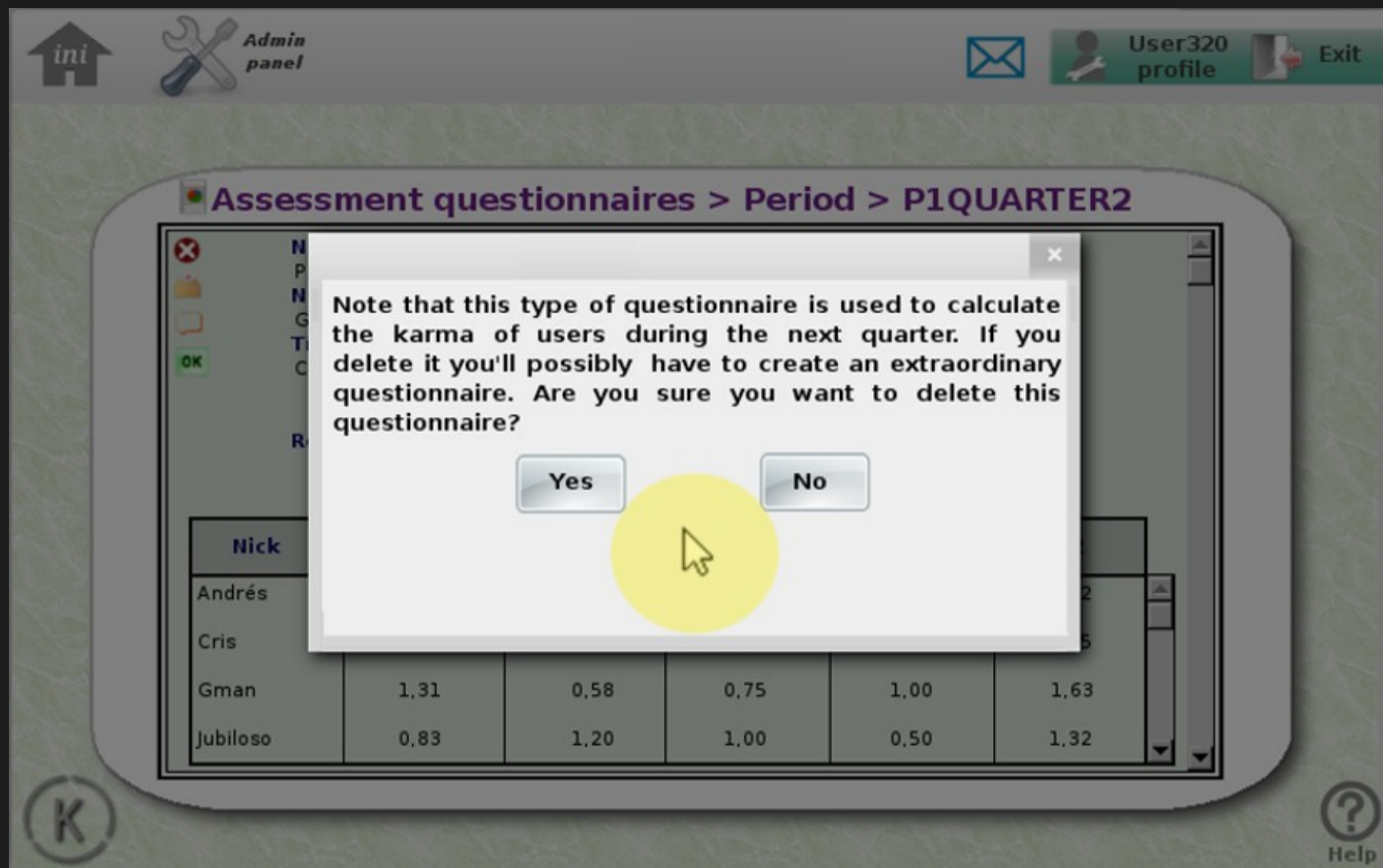
In the field "**Author's nickname**" you can see that this is a questionnaire automatically generated by the application.

You are also presented with **additional information**: Title, reference number, the date when the questionnaire was created.

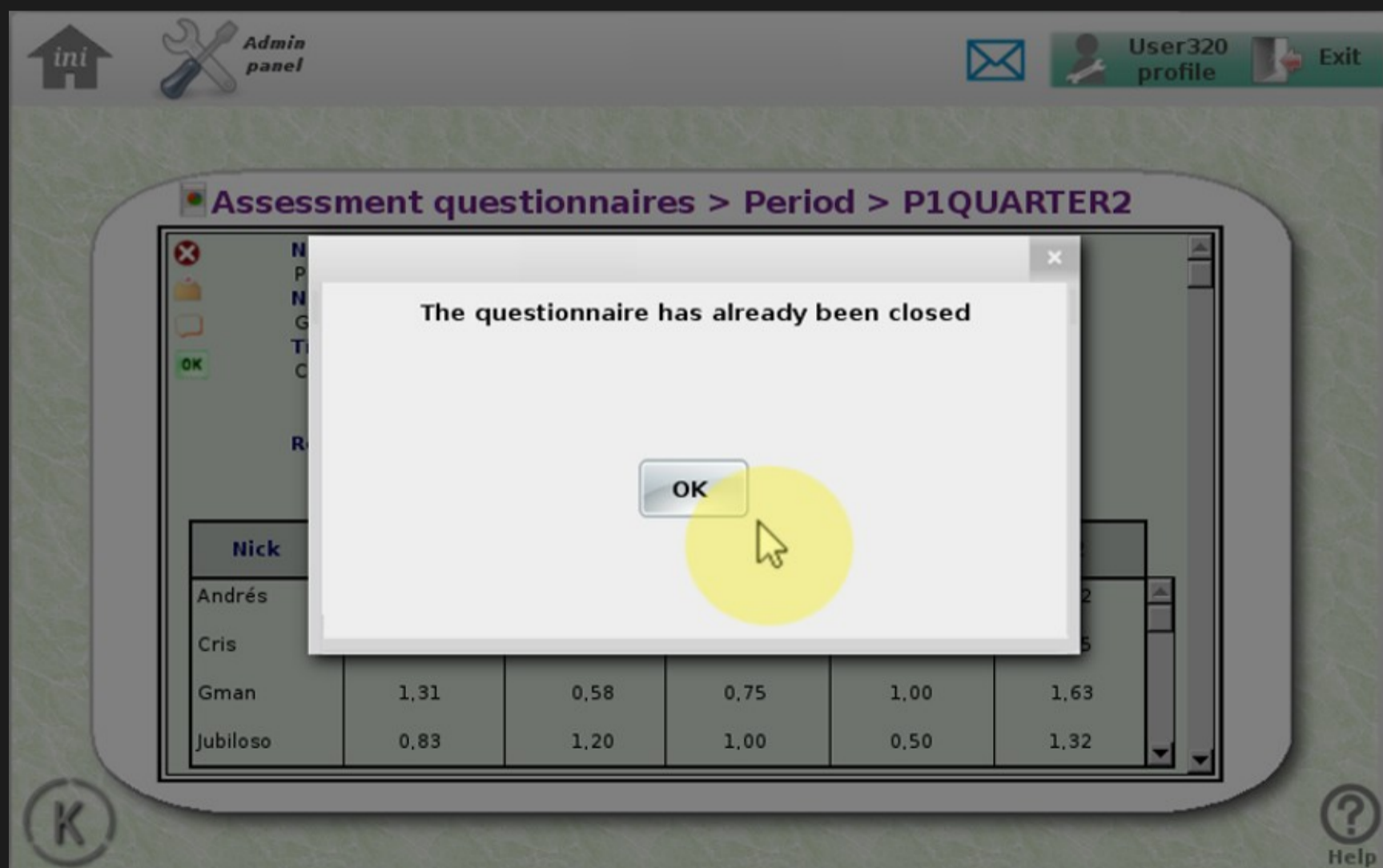
In the upper left you see **4 icons**:



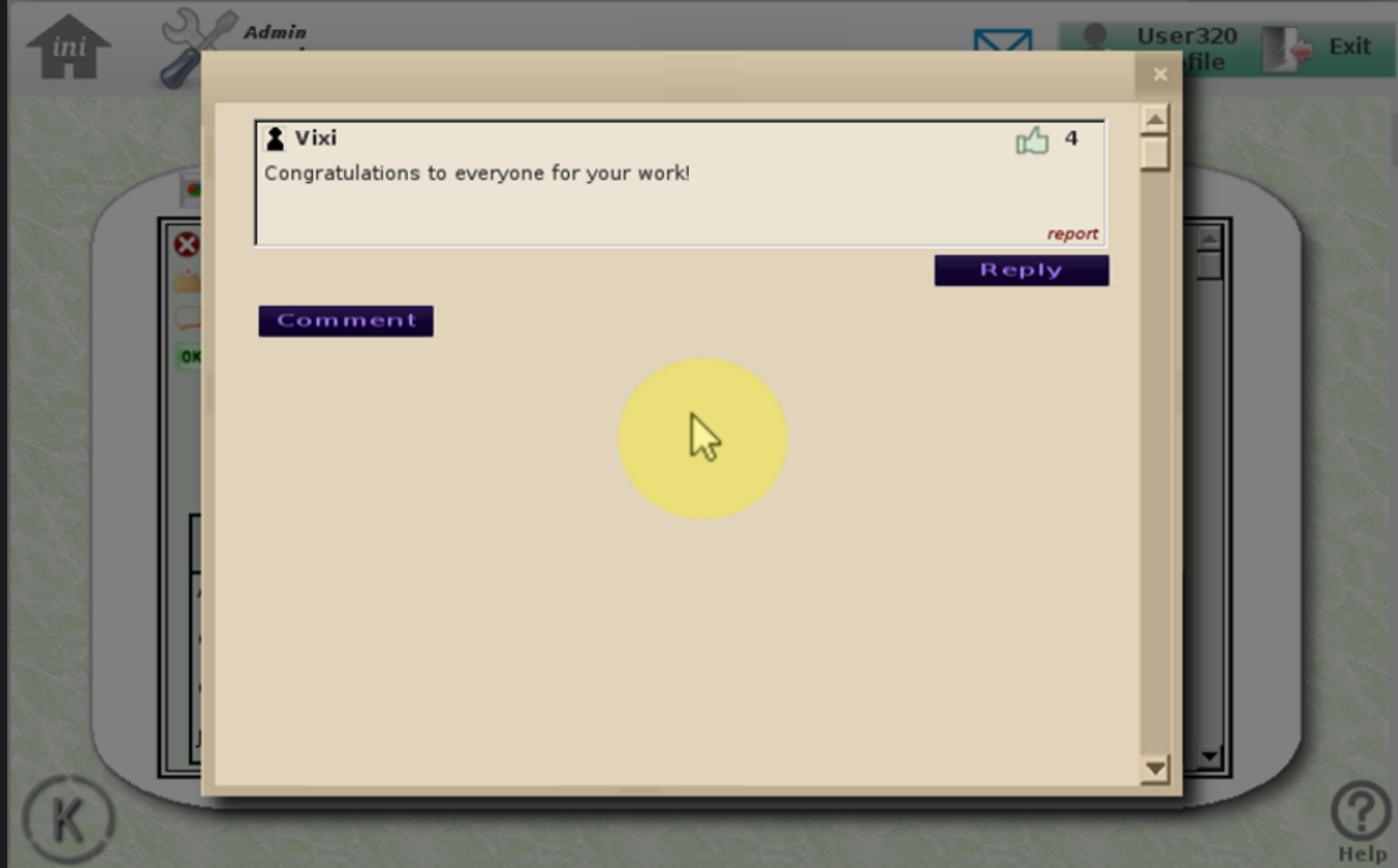
· The first icon is used to eliminate the questionnaire if, for example, there was a mistake when it was created. This can only be used by coordinators of the general organization team. Since periodic assessment questionnaires are normally created automatically by the application, in normal circumstances there are no errors that justify their removal.



· The second icon is used to manually close the questionnaire. Normally periodic assessment questionnaires are closed automatically after a few days since their creation. This action can only be performed, in principle, by coordinators of the general organization team. As it is a closed questionnaire, if you click on the icon, a message will warn you that the questionnaire has already been closed.

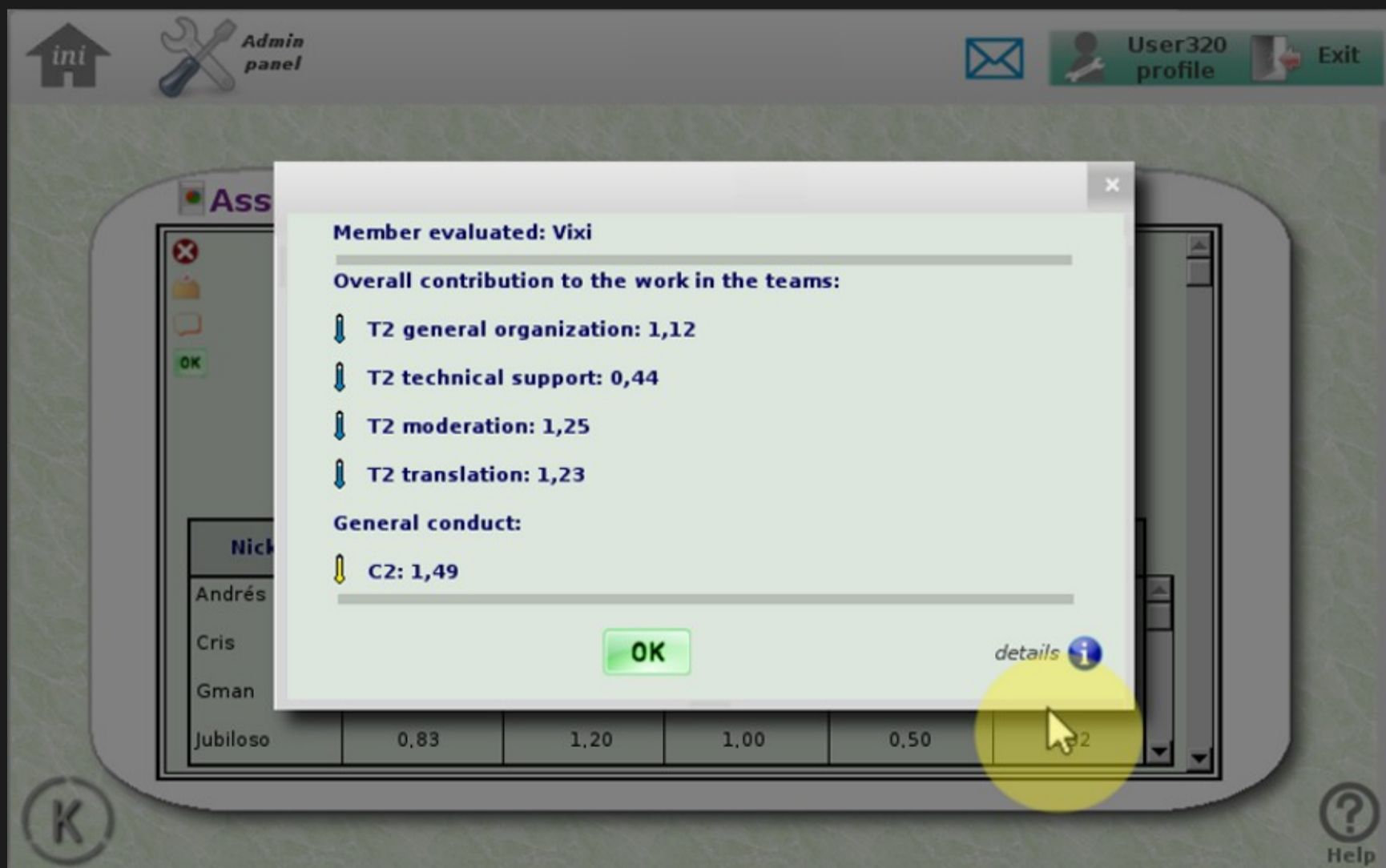


· The third icon is used to access the discussion on the questionnaire. If you click on the icon, you'll be able to comment on a pop-up window.



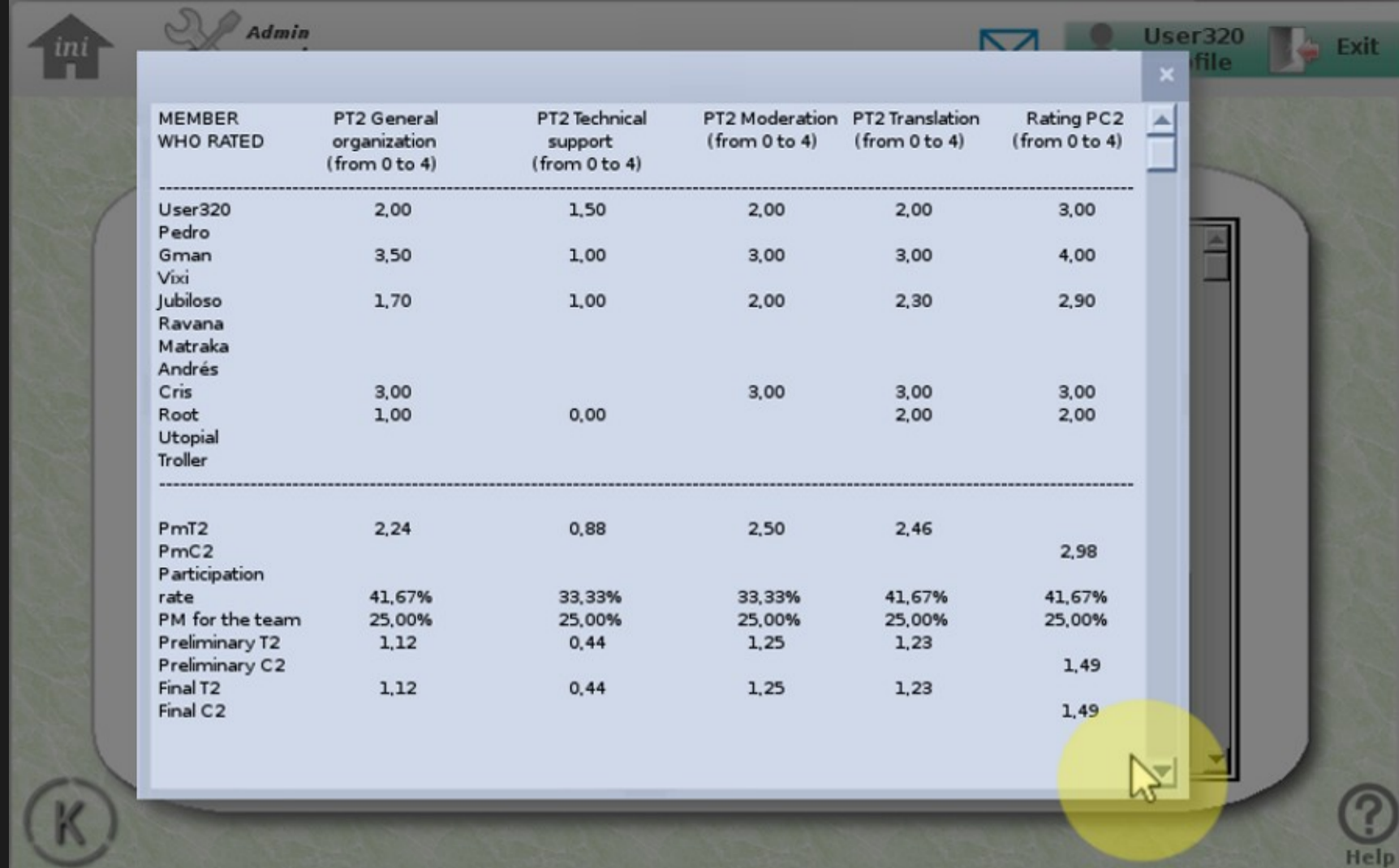
· The fourth icon is used to make sure that the assessments you have made have been stored. Since the questionnaire has already been closed, this icon will have no effect.

In the area "**Assessment results**" you can see a list of members and their assessment results. You can click on the nicknames directly on the table or you can click on "Member search" to find members. Once you find a member, if you click on it, then you are presented with a pop-up window that shows the detailed assessment results:



Thus, you can see that Vixi has obtained the highest overall score for her work in the translation team (1.23 points). You also see that she has obtained a fairly good assessment of her behavior in general (1.49 points).

If you click on "**details**" (bottom right) you will see more details of her assessment results on another pop-up window:



MEMBER WHO RATED	PT2 General organization (from 0 to 4)	PT2 Technical support (from 0 to 4)	PT2 Moderation (from 0 to 4)	PT2 Translation (from 0 to 4)	Rating PC2 (from 0 to 4)
User320	2,00	1,50	2,00	2,00	3,00
Pedro					
Gman	3,50	1,00	3,00	3,00	4,00
Vixi					
Jubiloso	1,70	1,00	2,00	2,30	2,90
Ravana					
Matraka					
Andrés					
Cris	3,00		3,00	3,00	3,00
Root	1,00	0,00		2,00	2,00
Utopial					
Troller					
<hr/>					
PmT2	2,24	0,88	2,50	2,46	
PmC2					2,98
Participation rate	41,67%	33,33%	33,33%	41,67%	41,67%
PM for the team	25,00%	25,00%	25,00%	25,00%	25,00%
Preliminary T2	1,12	0,44	1,25	1,23	
Preliminary C2					1,49
Final T2	1,12	0,44	1,25	1,23	
Final C2					1,49

In the table of details you'll notice that there are two parts. In the **upper part** you can see the **ratings**, that is, the scores that other members have given to Vixi. For example, you see that Root has given 1 point for her contribution to the work in the general organization team, 0 points in the technical support team and 2 points in the translation team, while he preferred not to evaluate Vixi's work in the moderation team (blank score); regarding Vixi's overall conduct, Root has given 2 points to her.

At the **bottom of the table of details** you can see the calculations that the application has made from the scores obtained by Vixi.

The first thing that the application calculated was the arithmetic mean of the scores (in relation to the work in each of the teams, that is, PmT2 in the general organization team, PmT2 in the technical support team, PmT2 in the moderation team, PmT2 in the translation team, and finally an arithmetic mean in relation to her conduct in general, that is, PmC2).

The next calculation was the % of members who participated in the assessment of Vixi's work and conduct (participation rate). Thus, you can see that 41.67% of the members have assessed Vixi's work in the general organization team, while only 33% of members have assessed the Vixi's work in the technical support team.

Right on the line below you can see the "PM" for each team. This variable is the minimum required participation of members in order for the assessment to be representative (by default, the minimum participation required in all the teams is 25% of all members). It is not as representative when only 2 members have participated in the assessment of Vixi's work in the translation team (for example) as when all members have participated in the assessment. The more the participation, the more reliable and representative the calculations.

The preliminary T2 variable in each of the teams is shown in the next line. This variable is calculated from the average of the scores obtained in each team.

Just below you can see the preliminary C2 variable, which is calculated from the average score on the Vixi's general conduct.

Finally, the table shows the final T2 variable in each of the teams as well as the final C2 variable. To calculate the latter variables, the application has taken into account the participation rate of members in the assessments. As we said, the more participation, the more representative. As you can see, in all cases the participation rate was equal to or greater than the minimum required participation in order for the assessments to be representative, so in this case final T2 = preliminary T2 in each of the teams, and final C2 = preliminary T2.

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### **[3.6.1.3] Creating an extraordinary assessment questionnaire.**

To create an extraordinary assessment questionnaire you have to click on "New questionnaire" in the bottom left corner:

**Assessment questionnaires > Period**

Ref	Status	Date	Title
P1TRIM3	Open	01/07/2014	Periodic assessment questionnaire valid for the 3rd quarter of 2014
P1TRIM2	Closed	01/04/2014	Periodic assessment questionnaire valid for the 2nd quarter of 2014
P1TRIM1	Closed	01/01/2014	Periodic assessment questionnaire valid for the 1st quarter of 2014

+ New questionnaire Search

Then the following pop-up window will appear:

*Assessment questionnaires valid for a quarter are automatically opened/created on the 1st of the month following the quarter to be evaluated, and automatically closed on the 5th of the month. However, if this is the first time you are using the program (so there are no previous karmas of users), or existing karmas were lost, in such cases you can create an extraordinary assessment questionnaire.*

*The resulting scores of such extraordinary questionnaire will be effective from the time when users make their assessments and once the questionnaire is manually closed by a competent coordinator. If now there is an open periodic assessment questionnaire, it will be closed to create this extraordinary questionnaire.*

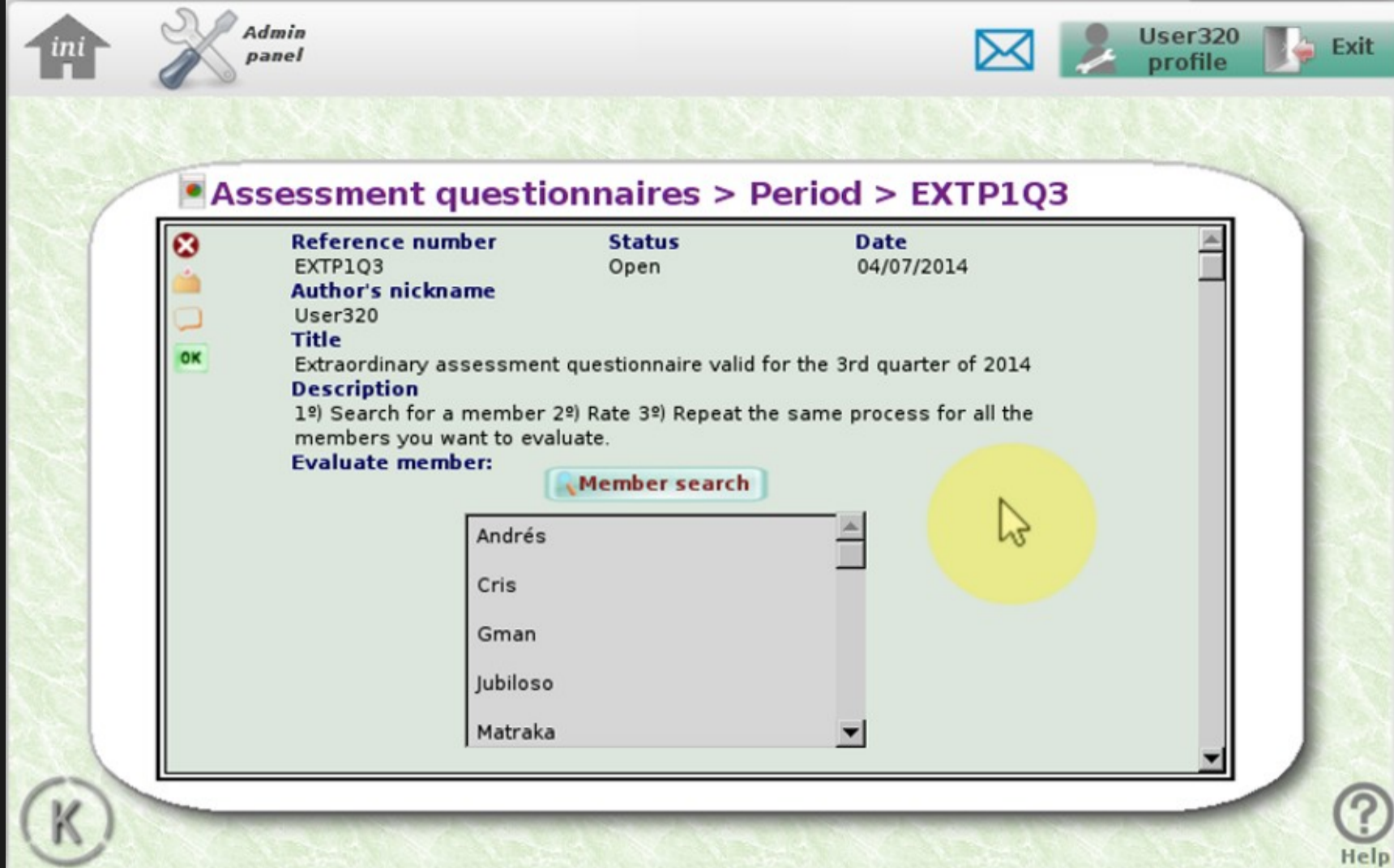
*The results of this extraordinary questionnaire will be valid until the end of the quarter. At the end of the quarter another periodic assessment questionnaire will be opened automatically.*

Don't do anything and keep using the automatic questionnaires OK, create/open extraordinary assessment questionnaire

As shown above, the extraordinary questionnaire is justified if there have been extraordinary circumstances such as data loss of users' karmas. You may also consider creating an extraordinary questionnaire if it is the first time your organization is using the application, so you can decide to allow the assessment of members from the beginning and calculate the karmas of users according to that early assessment. However, if this is the first time the application is used, the users of the application will have, by default, 2 points of karma in each team, so you may also opt to use these initial karmas during the first quarter you are using the application and wait for the end of the quarter for an ordinary periodic assessment, once all members have had enough time to work together and know each other.

Another thing to consider is that if you create an extraordinary assessment questionnaire, the existing activity assessment questionnaires (used for the continuous evaluation of the work in the various teams) that may be open at that moment will be automatically closed in order to calculate the karma of users.

After you opt to create the extraordinary questionnaire, the new questionnaire created will be displayed:



In the example shown above, we have assumed that User320 acted as coordinator of the general organization team and not as an administrator. In principle, periodic and extraordinary assessment questionnaires are managed only by coordinators of the general organization team.

As shown, the extraordinary questionnaire has the same structure as regular periodic assessment questionnaires.

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### **[3.6.2] ACTIVITY ASSESSMENT QUESTIONNAIRES.**

#### **[3.6.2.0] Introduction.**

Activity assessment questionnaires are those in which it is evaluated the amount and quality of the work when a member performs a task in a team.






So every time a member performs a task in a team, the member publishes a questionnaire describing the activity carried out, so the other members can evaluate his/her work.

It is recommended that the coordinators of the various teams should have the necessary permissions to edit or delete the activity assessment questionnaires published by team members, to ensure that they show all the information necessary, precisely and truthfully, especially when members are still inexperienced. Of course, the application must be able to record in its logs all the activity of editing or deleting questionnaires, in order to ensure transparency and accountability and avoid abuse of power.

The data obtained is used to calculate the karma of each user. At the end of each period, for example, each quarter, activity assessment questionnaires are closed and the application proceeds to calculate the T1 variable for each one of the members in each of the teams, using the data obtained in the activity assessment questionnaires of the last period (quarter).



In addition, as described in previous sections, at the end of each period a periodic assessment questionnaire is published, so members can assess the overall contribution of each member to the work of each team and the overall conduct in the whole organization (variables T2 and C2) . Thus the members of the organization acquire a karma in each team that will depend on the continuous evaluation of their work and behavior, as well as the periodic evaluation of their overall work and behavior.



To access activity assessment questionnaires go to "Initial menu" → "Assessment questionnaires" → "Activity assessment questionnaires". This will lead to a list of activity assessment questionnaires that have been created so far:

## Assessment questionnaires > Activity

Ref	Status	Date	Author	Team	Title
A00477	Open	22/05/2014	Cris	Translation	Translation and proofreading of Abby Martin's article
A00476	Open	22/05/2014	Andrés	Translation	Translation of Abby Martin's article
A00475	Open	22/05/2014	Matraka	Translation	Abby Martin's article
A00474	Open	21/05/2014	Pedro	Translation	Quick translation of Abby Martin's article
A00473	Open	15/05/2014	Jubiloso	Tech support	Installation of Drupal website
A00472	Open	11/05/2014	Jubiloso	Tech support	Attendance at tech support meeting
A00471	Open	11/05/2014	Root	Tech support	Attendance at tech support meeting
A00470	Open	02/05/2014	User320	Tech support	Admin panel - karma configuration

 New activity
  Search


 Help




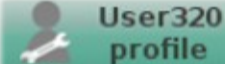

Depending on their status, we distinguish between:

- **Open questionnaires.** They are questionnaires in which members can still make assessments.
- **Closed questionnaires.** They are questionnaires in which the assessment period has already finished. In closed questionnaires we can see the final results of the assessments.

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### [3.6.2.1] Searching for activity assessment questionnaires.



You can search for activity assessment questionnaires directly on the list of questionnaires. We can also click on "Search" in the bottom right corner:


## Assessment questionnaires > Activity


Ref	Status	Date	Author	Team	Title
A00477	Open	22/05/2014	Cris	Translation	Translation and proofreading of Abby Martin's article
A00476	Open	22/05/2014	Andrés	Translation	Translation of Abby Martin's article
A00475	Open	22/05/2014	Matraka	Translation	Abby Martin's article
A00474	Open	21/05/2014	Pedro	Translation	Quick translation of Abby Martin's article
A00473	Open	15/05/2014	Jubiloso	Tech support	Installation of Drupal website
A00472	Open	11/05/2014	Jubiloso	Tech support	Attendance at tech support meeting
A00471	Open	11/05/2014	Root	Tech support	Attendance at tech support meeting
A00470	Open	02/05/2014	User320	Tech support	Admin panel - karma configuration


 New activity
  Search



 Help


Then you'll be able to enter the search terms in a pop-up window:

ini

Admin panel



User320 profile

Exit

Assessment questionnaires

Search for activity assessment questionnaire

Fill in one or more fields listed below to define the search terms

Keywords

Installation provisional website

Author's nickname

Gman

Reference number

Status

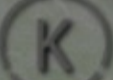

Closed

Date

Team

Technical support


Search


KHelp


[\[Go to index\]](#)


### [3.6.2.2] Creating activity assessment questionnaires.


As said before, every time a member performs a task, he/she has to post an activity assessment questionnaire for that task, so that the other members of the organization can evaluate the work done. To do this, first you have to click on “New activity” in the bottom left corner:

ini

Admin panel



User320 profile

Exit

Assessment questionnaires > Activity

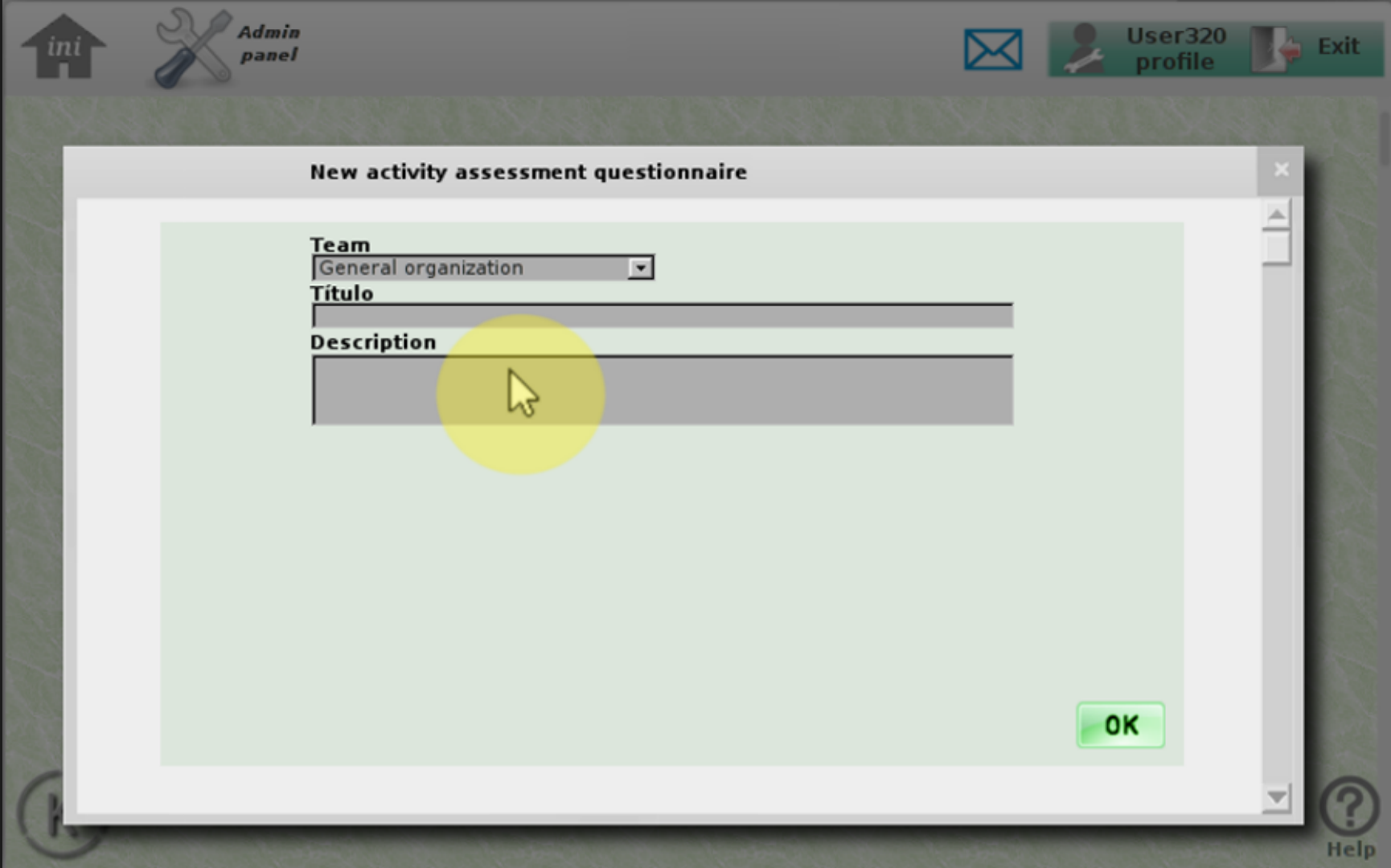
Ref	Status	Date	Author	Team	Title
A00477	Open	22/05/2014	Cris	Translation	Translation and proofreading of Abby Martin's article
A00476	Open	22/05/2014	Andrés	Translation	Translation of Abby Martin's article
A00475	Open	22/05/2014	Matraka	Translation	Abby Martin's article
A00474	Open	21/05/2014	Pedro	Translation	Quick translation of Abby Martin's article
A00473	Open	15/05/2014	Jubiloso	Tech support	Installation of Drupal website
A00472	Open	11/05/2014	Jubiloso	Tech support	Attendance at tech support meeting
A00471	Open	11/05/2014	Root	Tech support	Attendance at tech support meeting
A00470	Open	02/05/2014	User320	Tech support	Admin panel - karma configuration

+ New activity

Search

KHelp

Then the application will show you a pop-up window where you'll be able to enter the necessary information to create the questionnaire for the activity:



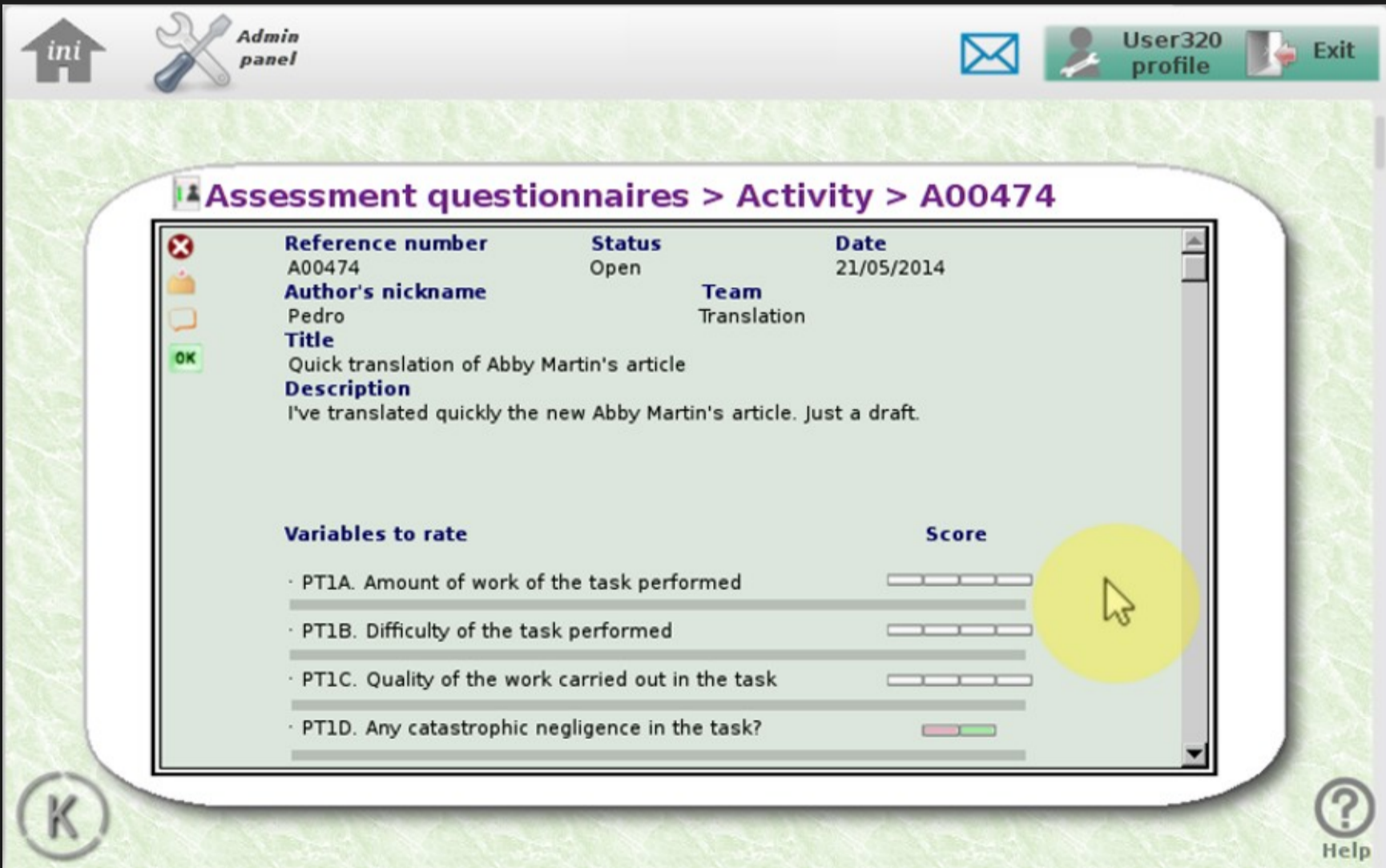
[\[Go to index\]](#)

**[3.6.2.3] Examples of activity assessment questionnaires.**

In the following sections we are going to see show examples of activity assessment questionnaires.

**[3.6.2.3.1] Activity assessment questionnaire A00474**

On the list of activity assessment questionnaires, if you click on activity assessment questionnaire No. A00474, you'll see the following:



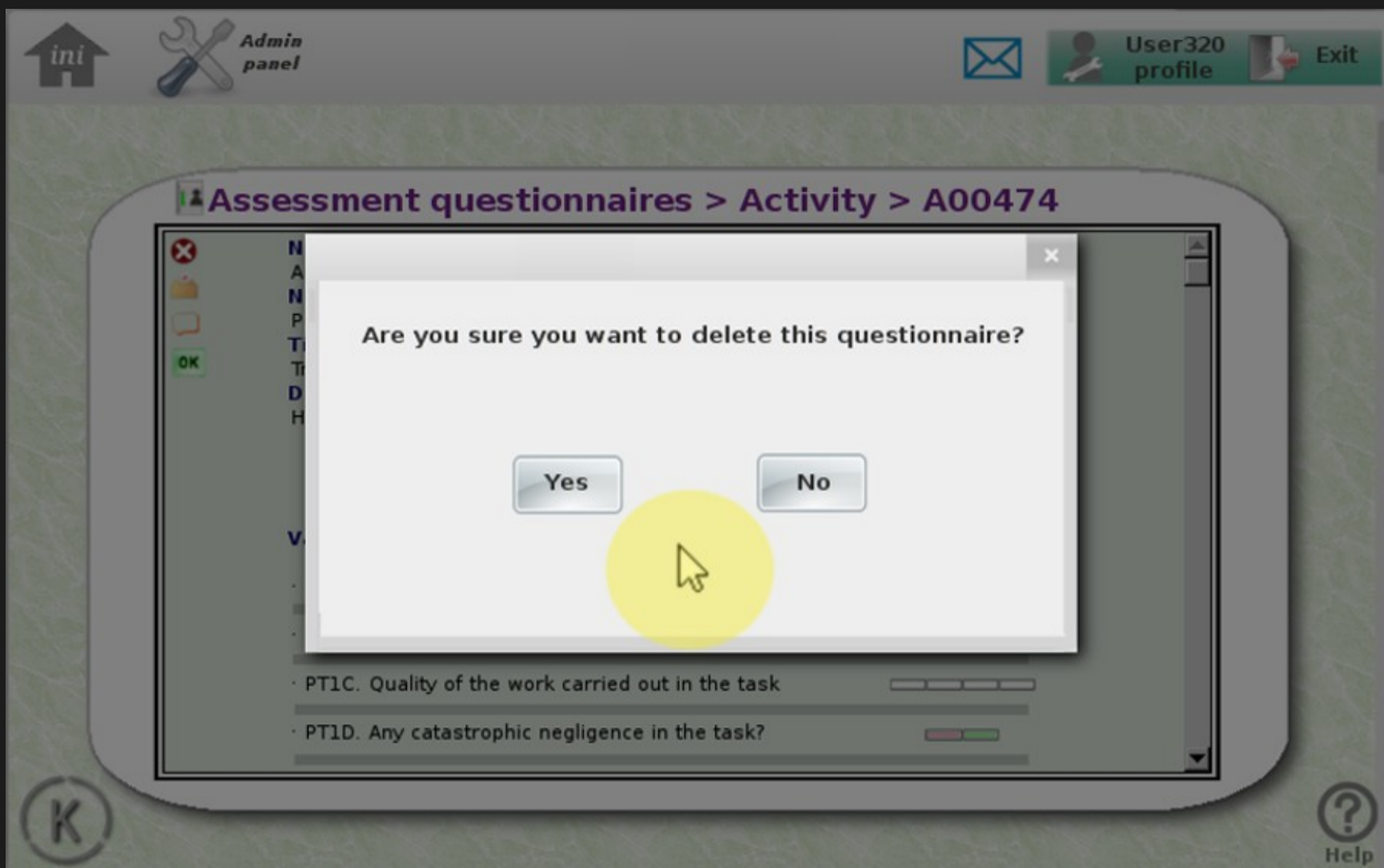
In the field "**Status**" you can see that it is an open questionnaire, so you can still rate.

You are also presented with **additional information**: reference number, the date the questionnaire was created, the team where it was created, the nickname of the person who created it, title and description.

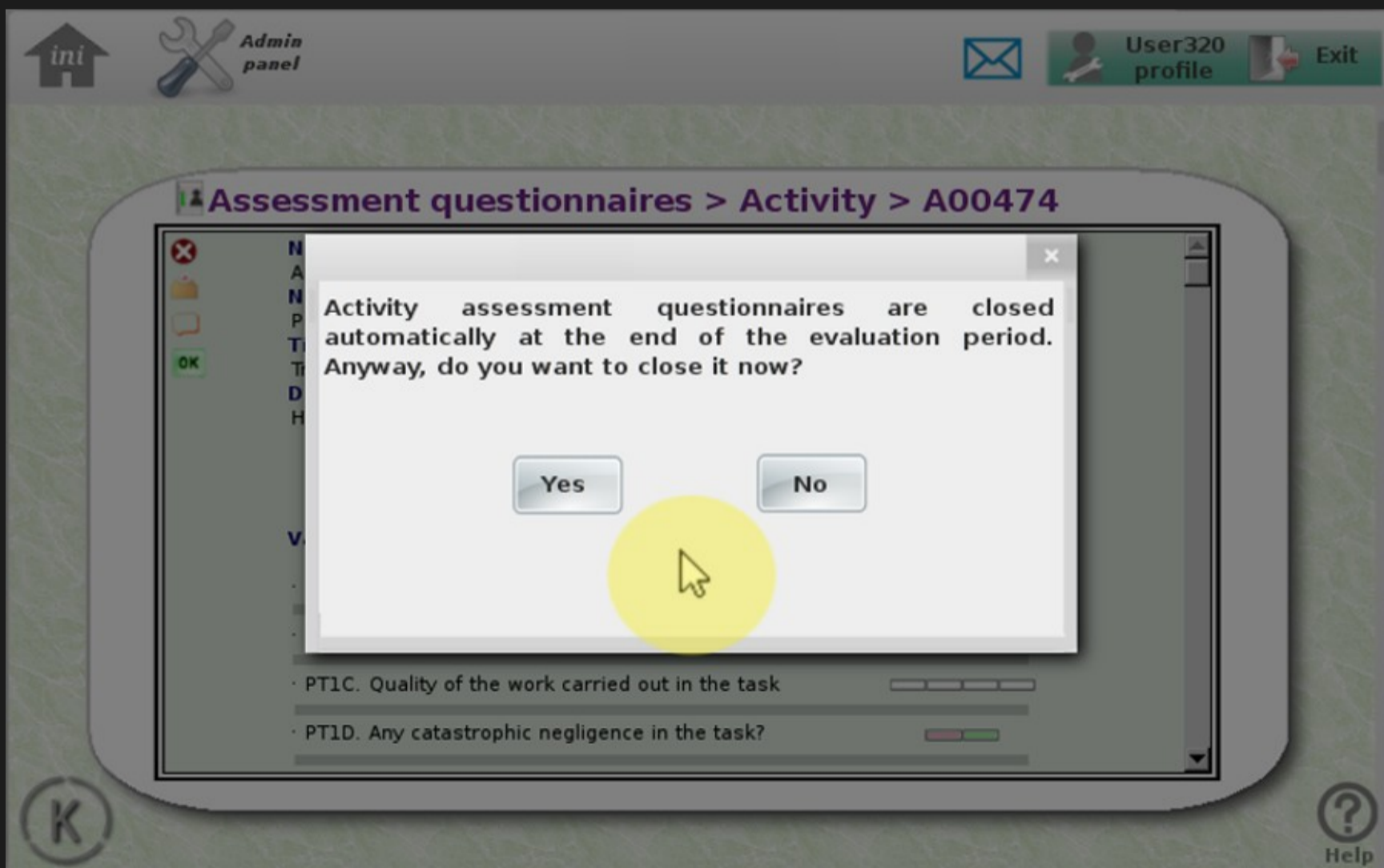
In the upper left we see **4 icons**:



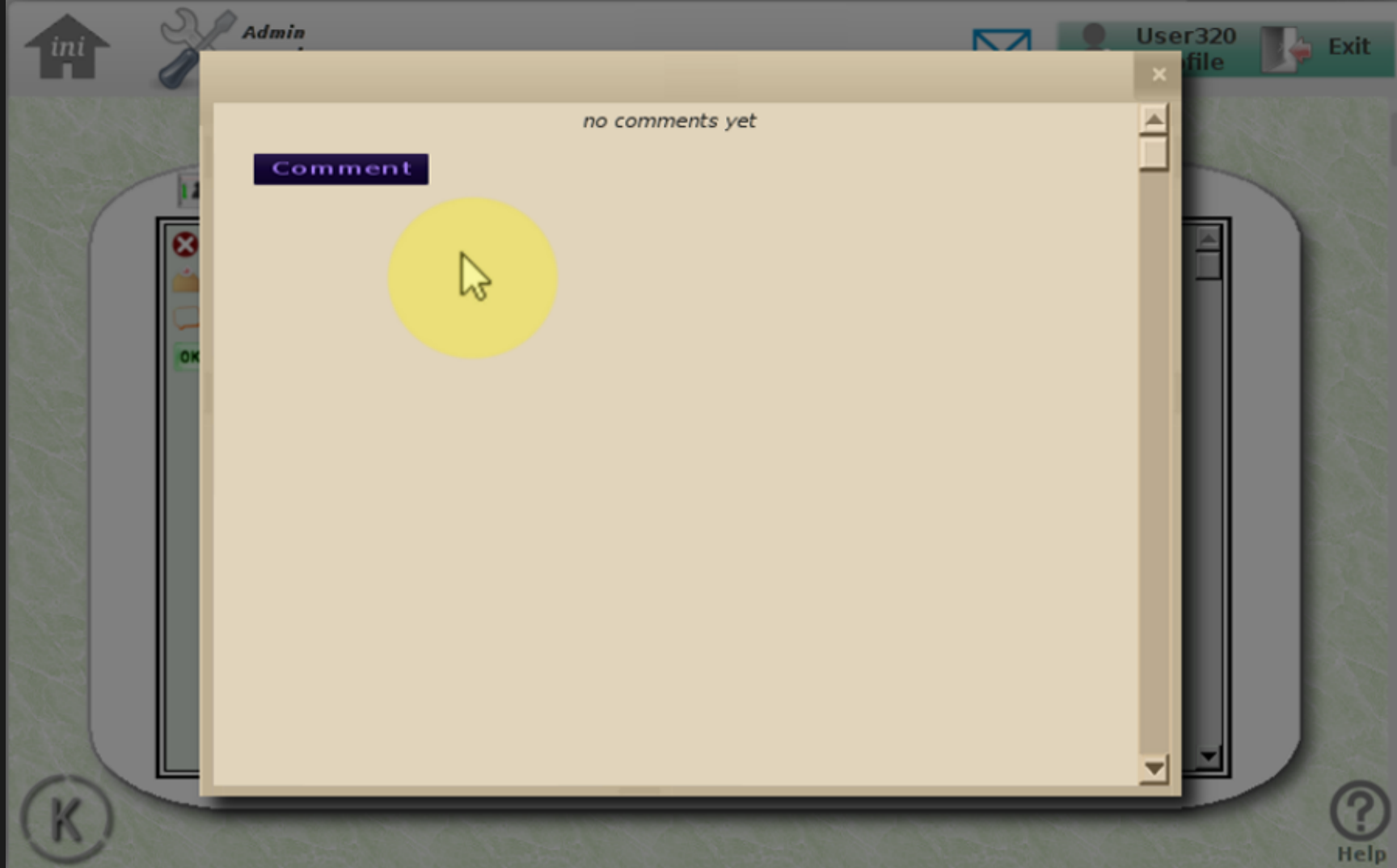
· The first icon is used to eliminate the questionnaire if, for example, there was a mistake when it was created. This icon can only be used by the coordinators of the team where the questionnaire was created.



· The second icon is for closing the questionnaire, once the period of time agreed for rating has passed. This can only be used by the coordinators of the team where the questionnaire was created.



· The third icon is used to access the discussion on the questionnaire. If you click on the icon, you'll be able to comment on a pop-up window.



· The fourth icon is used to make sure that the assessments you have made have been stored.

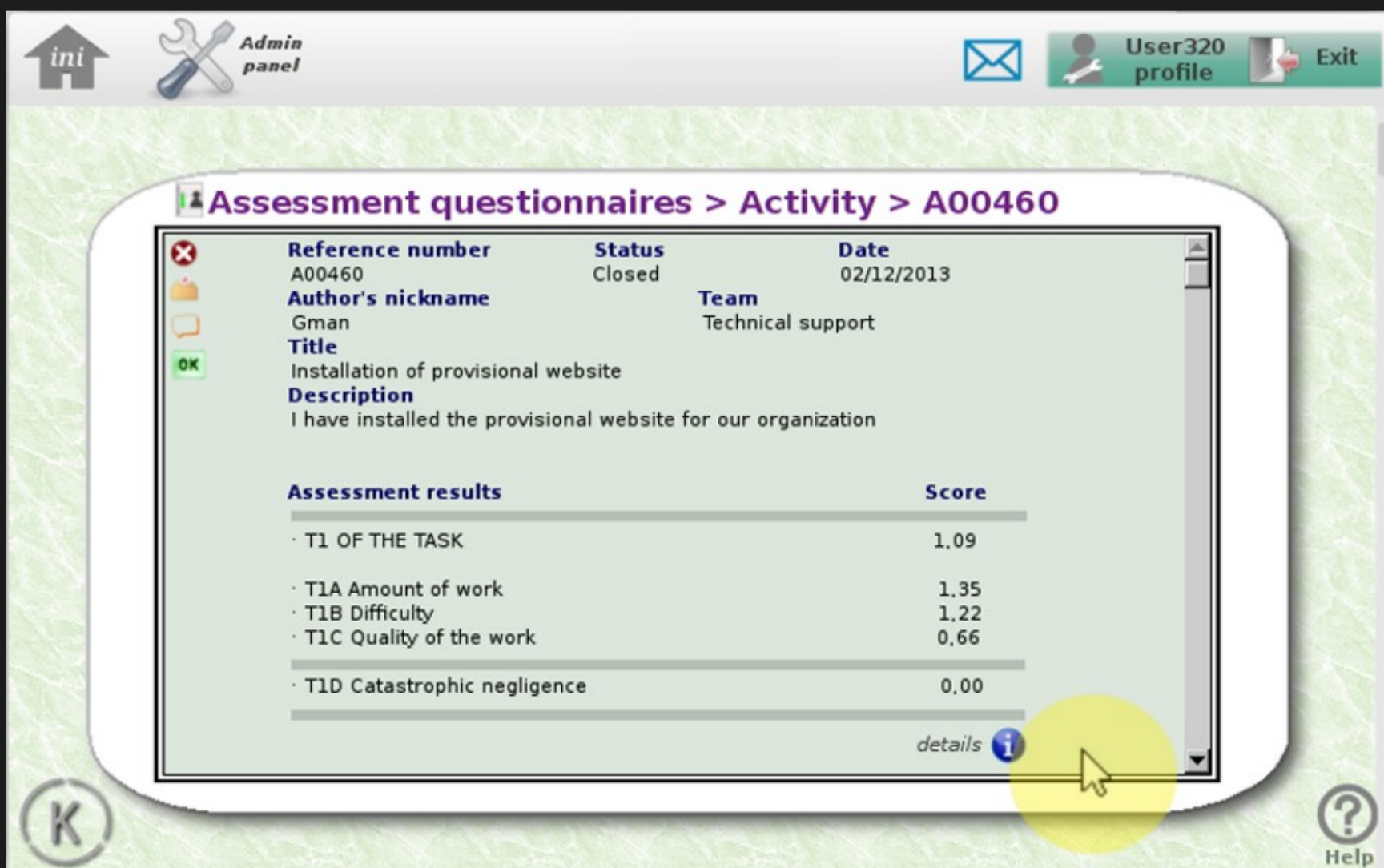
In the area "**Variables to rate**" you have to rate 4 aspects:

- **Amount of work of the task performed (PT1A of the task).** In this case you have to rate, from 0 to 4 points, the amount of work done in the activity, considering, for example, the number of hours spent, the number of units produced, etc.
- **Difficulty of the task performed (PT1B of the task).** In this case you have to rate, from 0 to 4 points, the difficulty that the activity entails, taking into account, for example, intellectual or physical effort required, knowledge, special skills, etc.
- **Quality of the work carried out in the task (PT1C of the task).** In this case you have to rate, from 0 and 4 points, the level of success in the work done, whether there are errors or not, etc.
- **Catastrophic negligence variable (PT1D of the task).** It will be assessed whether the member has committed any catastrophic negligence in the activity. In this case you have to rate from -1 (red) to +1 points (green), whether there has been any negligence that has endangered to a greater or lesser extent, the survival of the organization or a particular team. So, if you consider that the person who carried out the activity didn't committed any negligence, then you'll give a score greater than 0 (green); however, if you consider that the person who carried out the activity committed any catastrophic negligence, then you'll give a score lesser than 0 (red). Catastrophic negligences are rare events, so you have to be cautious when considering an activity as negligent.

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#### [3.6.2.3.2] Activity assessment questionnaire A00460

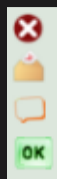
In activity assessment questionnaire No. A00460, you'll see the following:



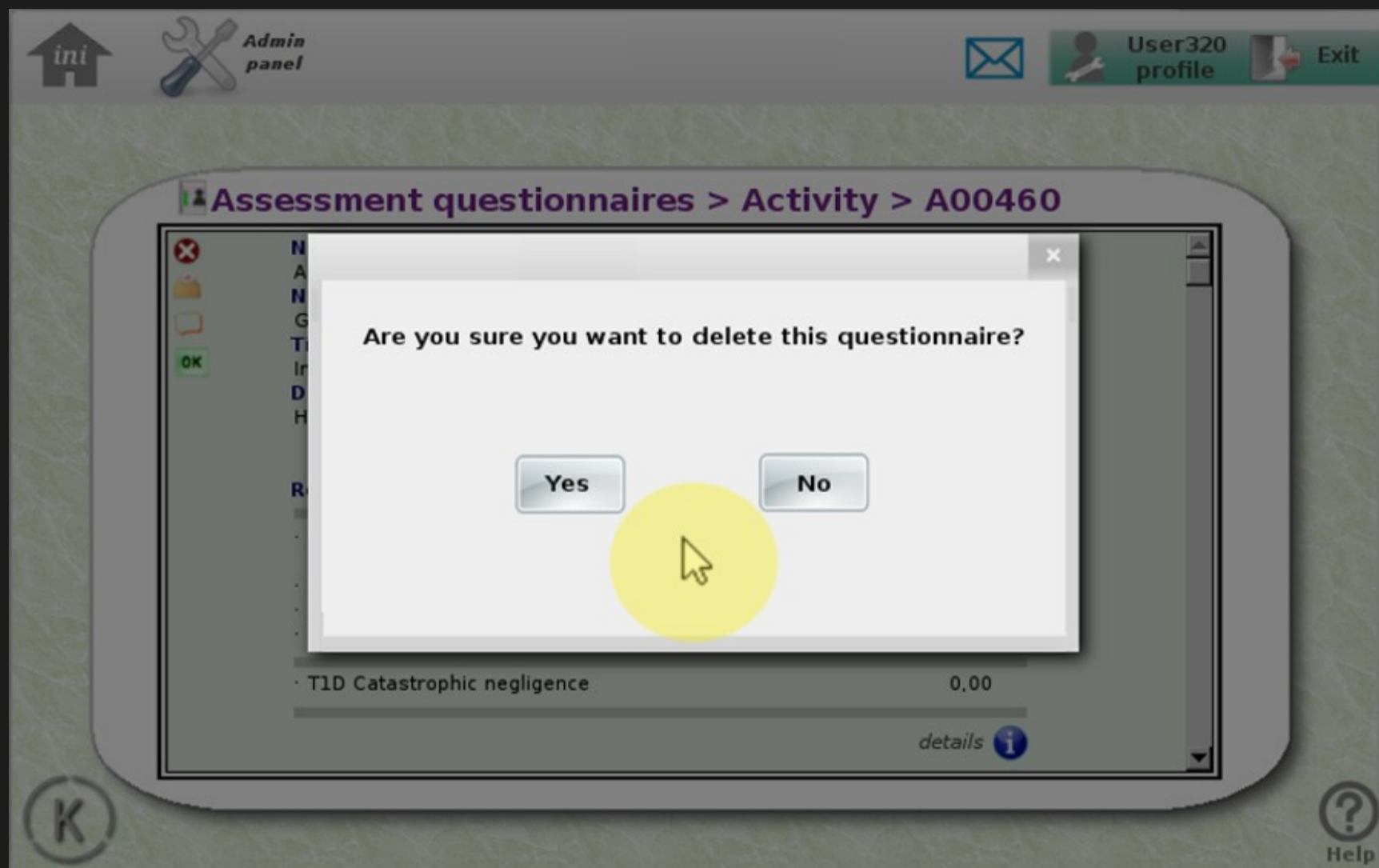
In the field "**Status**" you can see that it is a closed questionnaire, so the time for rating has finished.

You are also presented with **additional information**: reference number, the date the questionnaire was created, the team where it was created, the nickname of the person who created it, title and description.

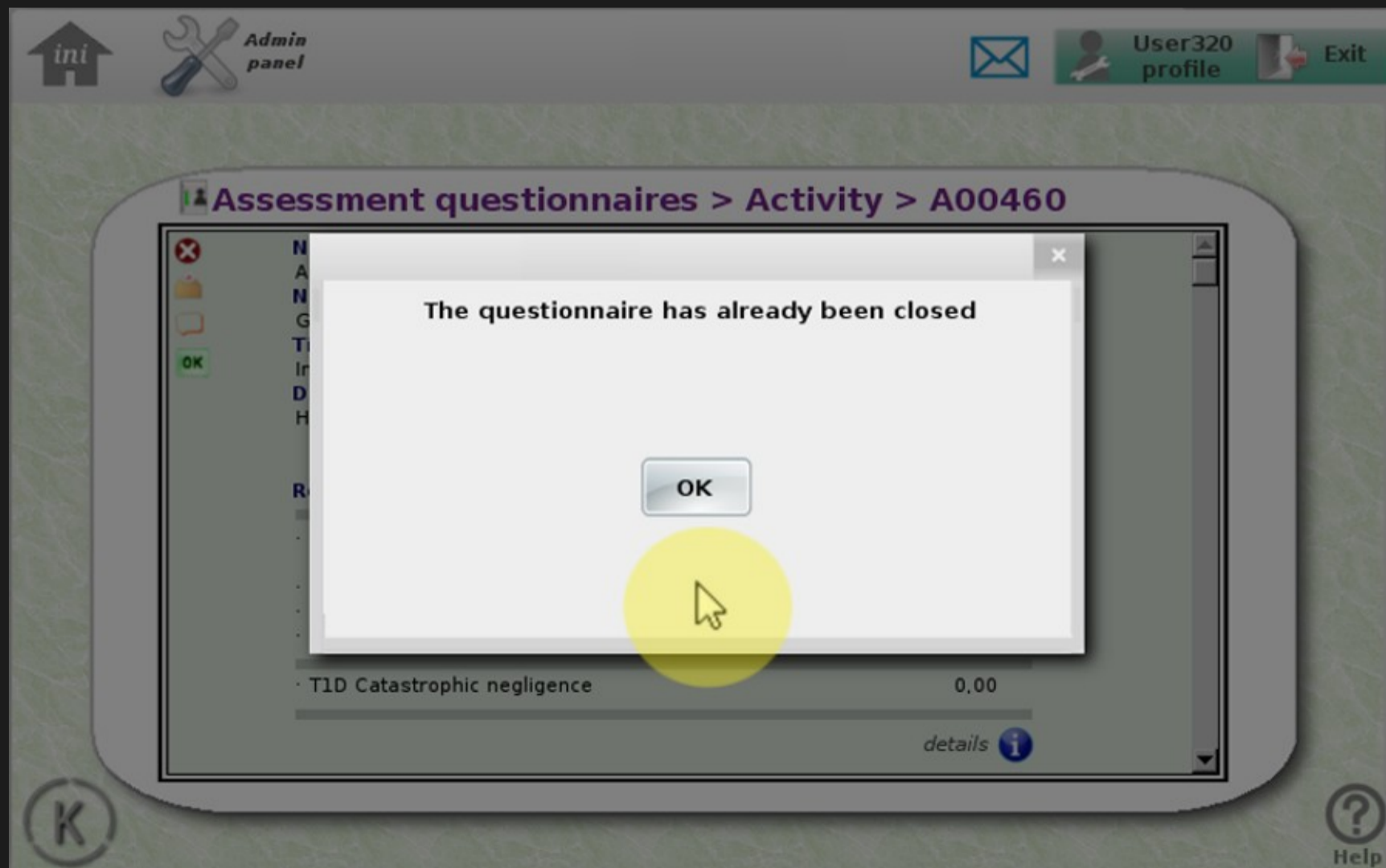
In the upper left we see **4 icons**:



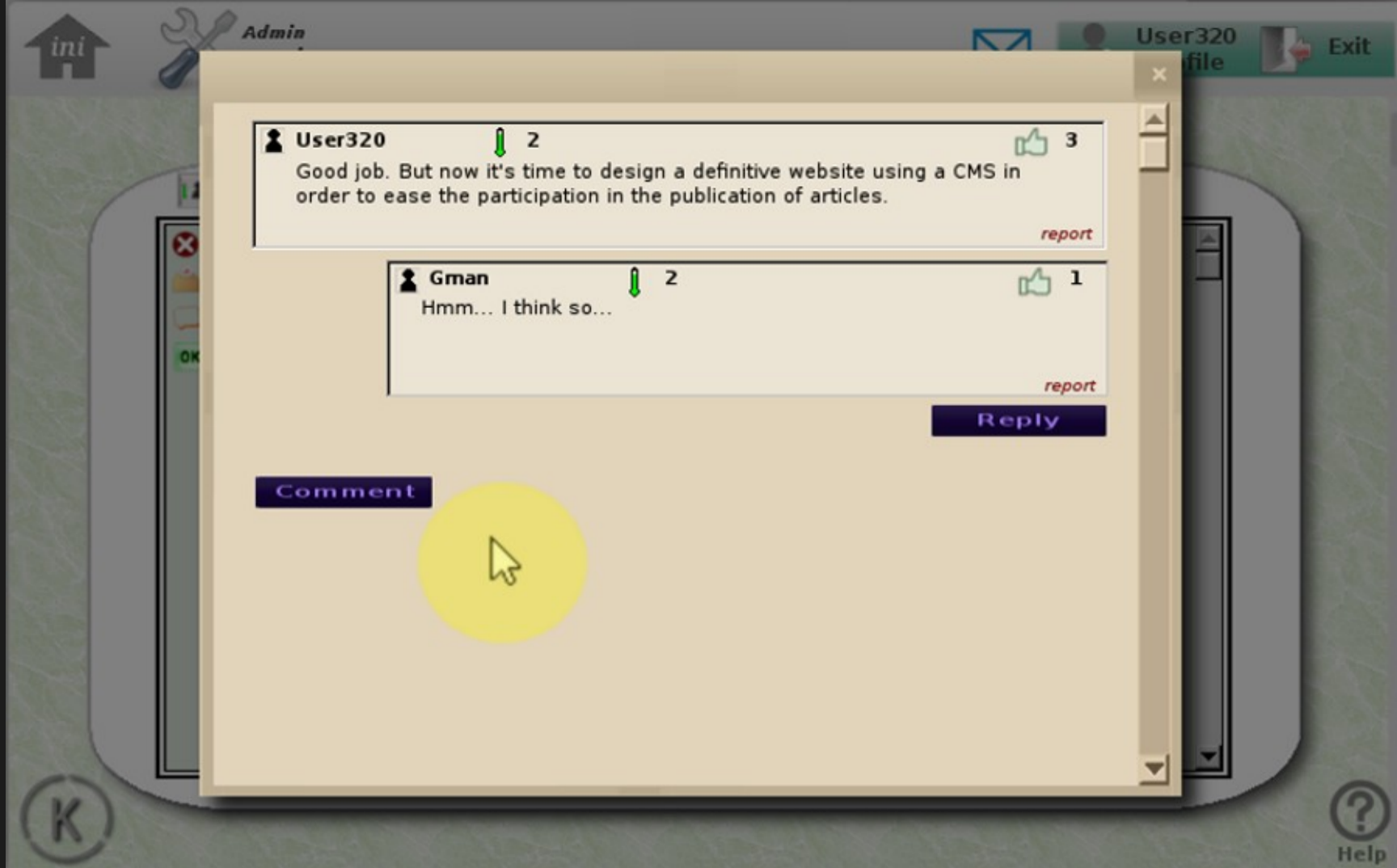
· The first icon is used to eliminate the questionnaire if, for example, there was a mistake when it was created. This icon can only be used by the coordinators of the team where the questionnaire was created.



· The second icon is for closing the questionnaire manually, once the period of time agreed for rating has passed. This can only be used by the coordinators of the team where the questionnaire was created. As it is a closed questionnaire, if you click on the icon, a message will warn you that the questionnaire has already been closed:



· The third icon is used to access the discussion on the questionnaire. If you click on the icon, you'll be able to comment on a pop-up window.



· The fourth icon is used to make sure that the assessments you have made have been stored. Since the questionnaire has already been closed, this icon has no effect in this case.

In the area of "**Assessment results**" you can see the results of the calculations made by the application after members rated the activity.

As a result the application has obtained the T1 of the task, which measures the level of good or bad performance of the activity as a whole. The value of T1 of the task ranges from 0 to 4 points. As you can see here Gman has obtained a T1 of the task of 1.09 points.

Using the scores of PT1A (quantity), PT1B (difficulty), PT1C (quality) and PT1D (assessment of negligence) of the task, the application has obtained the following variables, which in turn have been used to calculate the T1 of the task:

- **Amount of work of the task performed (T1A of the task).** In this case it has been quantified the amount of work done in the activity, considering, for example, the number of hours spent, etc. The value of the T1A of the task ranges from 0 to 2 points. As shown, Gman has obtained a T1A of the task of 1.35 points.
- **Difficulty of the task performed (T1B of the task).** In this case it has been quantified the difficulty involved in performing the task, taking into account, for example, whether it has required a great intellectual effort, knowledge, special skills, etc. The value of the T1B of the task ranges from 0 to 2 points. In this case you see that Gman has obtained a T1B of the task of 1.22 points.
- **Quality of the work carried out in the task (T1C of the task).** In this case it has been quantified the level of success in the work done, taking into account whether there have been errors or not, etc. The value of the variable the T1C of the task ranges from 0 to 1 point. In this case you see that Gman has obtained a T1C of the task of 0.66 points.

\* Apart from the three variables above, the application has calculated the **catastrophic negligence of the task (T1D of the task)** which will be used later to calculate the total T1 of the period in the corresponding team, which in turn will be used to calculate the member's karma in each of the teams. For the calculation of the variable of catastrophic negligence of the task, it has been reviewed whether there has been any negligence that has endangered, to a greater or lesser extent, the survival of the organization or a particular team. So, if the other team members have concluded that, overall, no catastrophic negligence was committed in the activity, then T1D of the task will be equal to 0; however, if it is considered that the person who carried out the activity committed a catastrophic negligence then T1D of the task will be less than 0. In this case Gman has obtained a T1D of the task equal to 0, that is, it has been concluded that he has not committed any catastrophic negligence in the activity.

If you click on "**details**" under the assessment results you'll see the following:

MEMBER WHO RATED	PT1A (from 0 to 4)	PT1B (from 0 to 4)	PT1C (from 0 to 4)	PT1D (from -1 to +1)
User320	3,00	2,70	2,00	0,70
Pedro				
Gman				
Vixi	4,00	4,00	3,50	1,00
Jubiloso				
Ravana	3,00	2,50	3,00	0,80
Matraka				
Andrés	2,50	2,00	2,70	0,80
Cris				
Root				
Utopial				
Troller	1,00	1,00	2,00	-1,00
PmT1A, PmT1B and PmT1C	2,70	2,44	2,64	
Preliminary PaT1D				2,30
Final PaT1D				0,00
T1A, T1B and T1C	1,35	1,22	0,66	
Participation rate				41,67%
PM for the team				25,00%
Preliminary T1				1,09
Final T1				1,09
Preliminary T1D				0,00
Final T1D				0,00

In the table of details you can see two parts. **The upper part shows the ratings**, that is, the scores that members have given to the task performed by Gman. For example, User320 rated the amount of work of the task (pT1A) with 3 points, the difficulty of the task with 2.70 points and the quality of the task with 2 points; he finally rated PT1D with 0.70 points, so he considered that there wasn't any catastrophic negligence.

**The bottom part shows the calculations** that the application has made from the scores obtained by Gman in this activity.

Thus you see that the first thing that the application has been calculating is the arithmetic mean of the scores of T1A, T1B and T1C of the task (2.70 points, 2.44 points and 2.64 points respectively).

It has also added the scores of T1D of the task, obtaining a preliminary PaT1D of the task of 2.30 points. This result is greater than 0, so the final PaT1D of the task is 0.

Next, using PmT1A, PmT1B and PmT1C of the task, it has calculated T1A, T1B and T1C of the task (1.35, 1.22 and 0.66 respectively).

But as we know, the representativeness of the variables depends on the level of participation of members in the assessment. Thus you see that 41.67% of the members have participated in the evaluation of this activity performed by Gman. Since the minimum desirable participation rate (PM) is 25%, it is considered the results of the calculated variables are representative. Therefore, in this case, the final T1 of the task is equal to the preliminary T1 of the task (which has been calculated from T1A, T1B and T1C of the task), that is 1.09 points. Also, for the same reason, the final T1D of the task is equal to the preliminary T1D of the task, that is, 0 points.

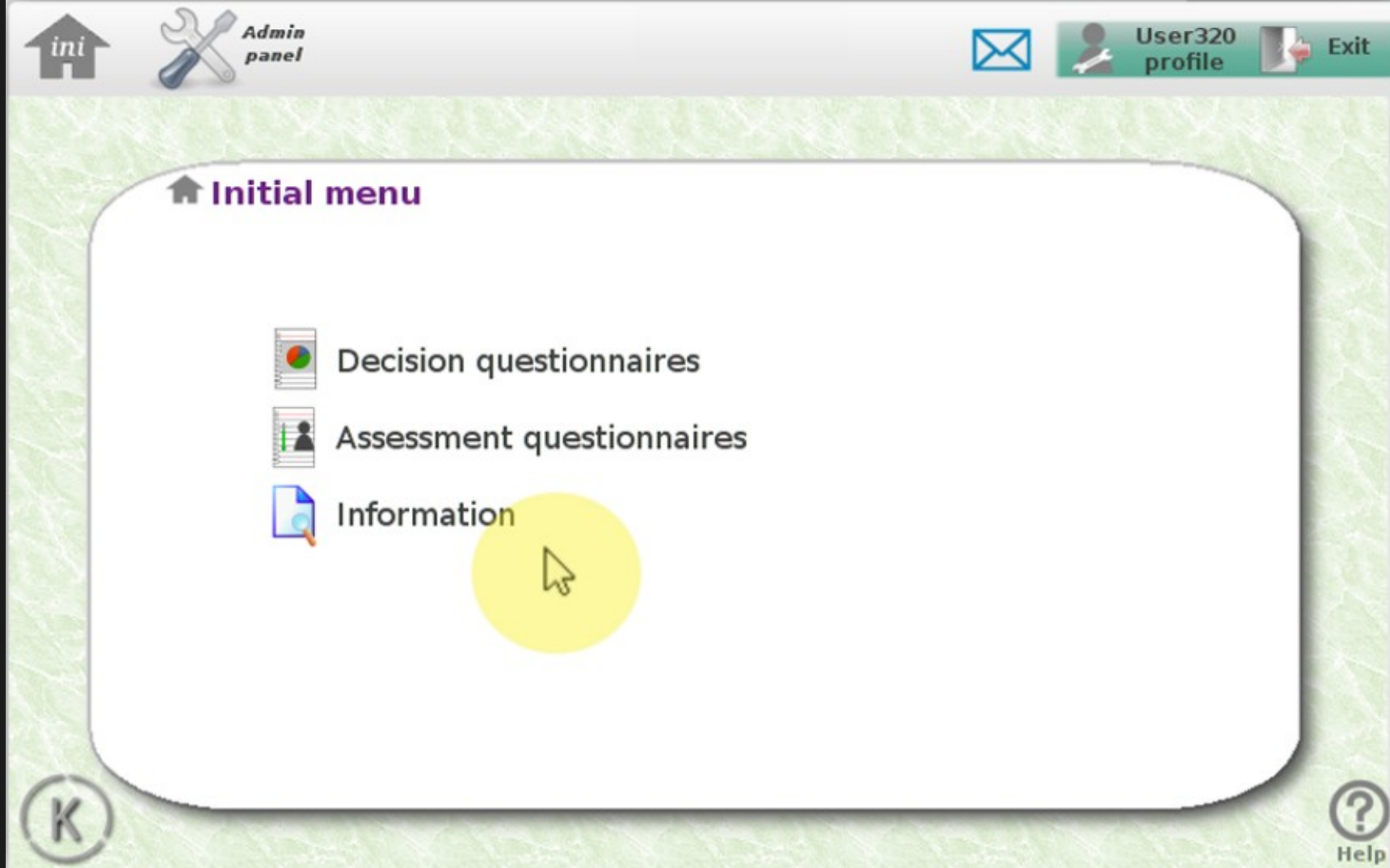
[\[Go to index\]](#)

### **[3.7] INFORMATION.**

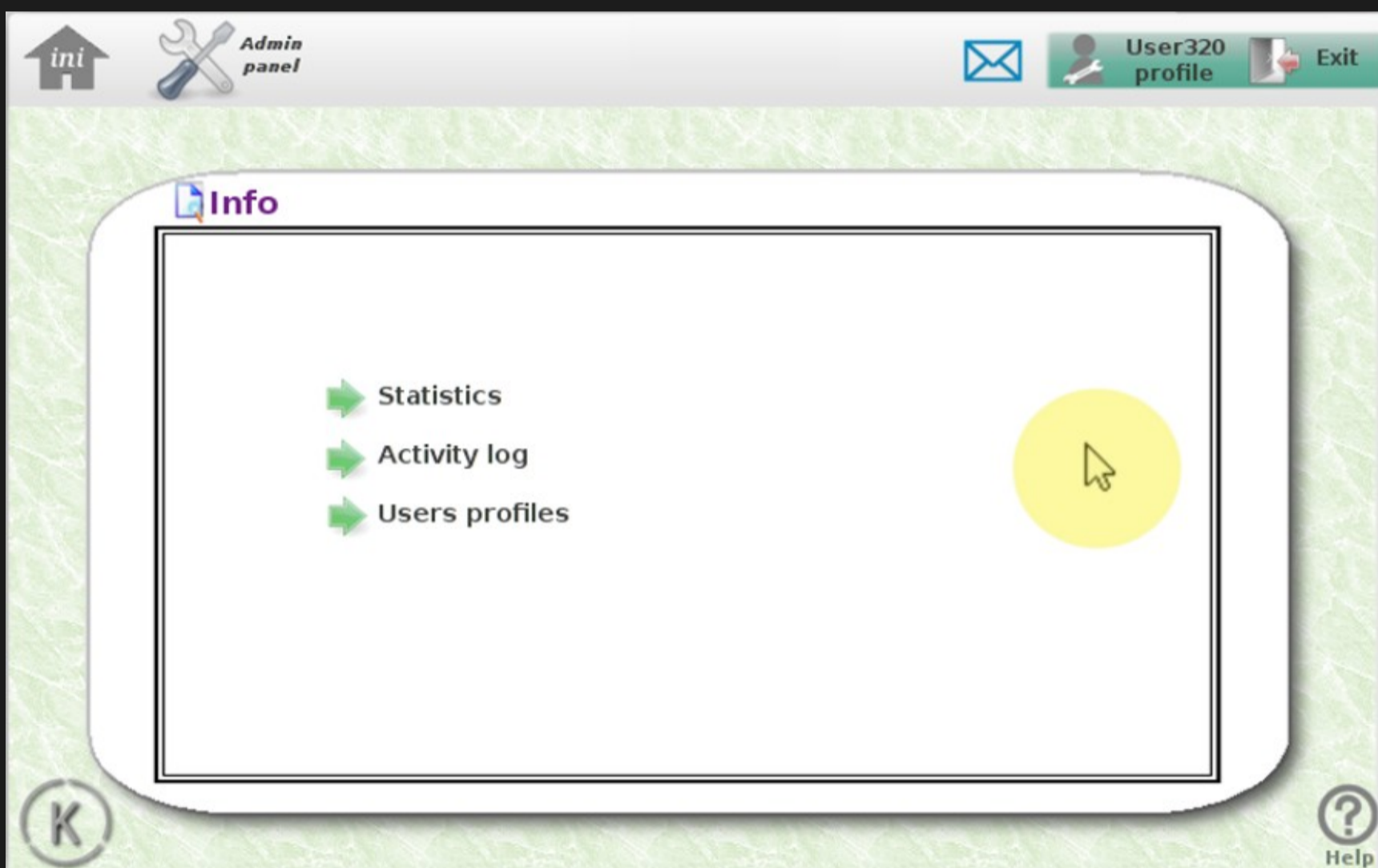
#### **[3.7.0] INTRODUCTION.**

One of the keys for a good decision-making system is transparency. The information provided must be sufficient to support proper decision-making and accountability. That is why there must be a section that provides this information to all users of the platform.

To the section of information just go to the “Initial menu” and then click on “information”:



Then the application shows the following menu:



As shown, there are 3 sections:

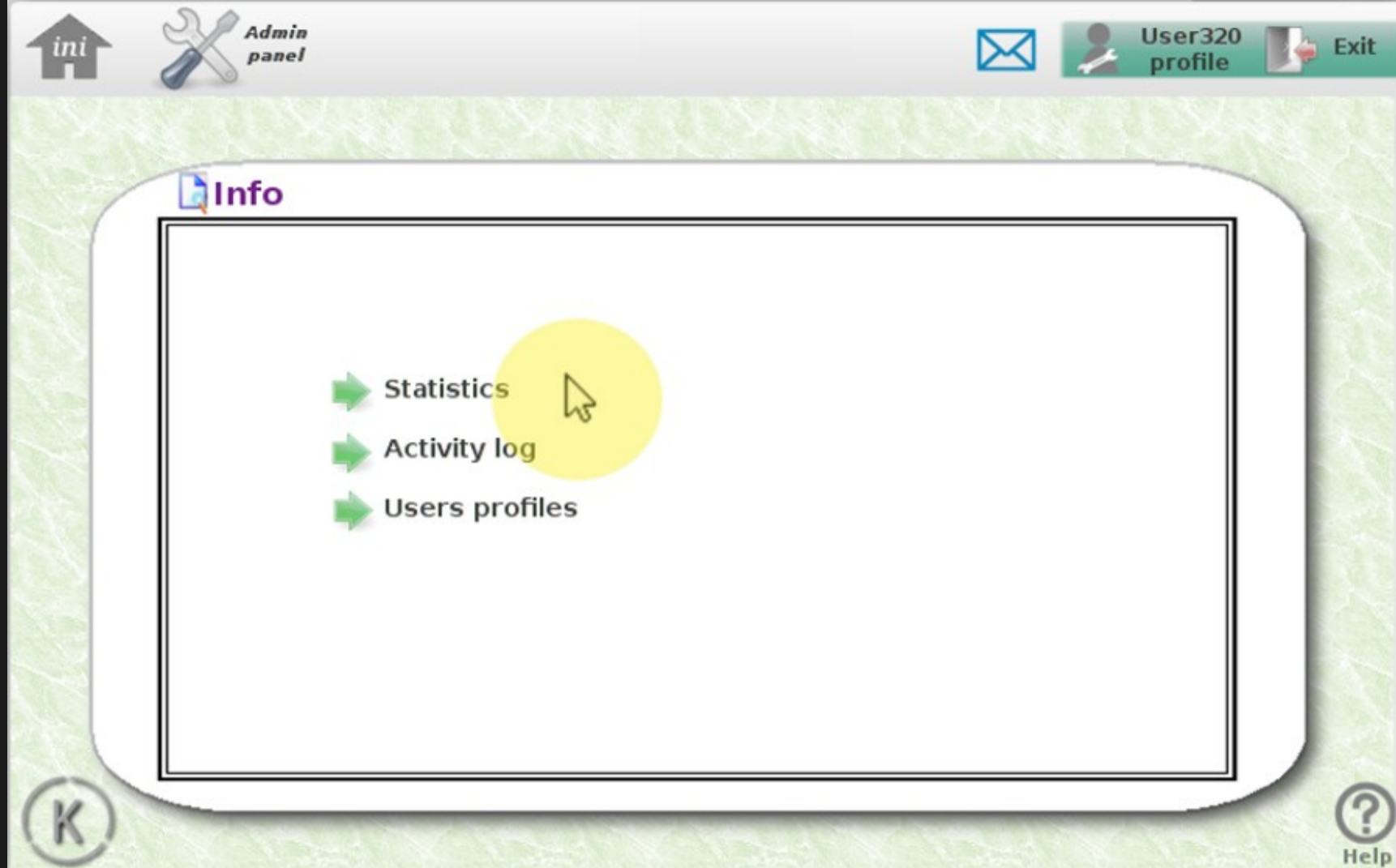
- Statistics.
- Activity log.
- Users profiles.

[\[Go to index\]](#)

### **[3.7.1] STATISTICS.**

The statistics section basically shows the variables related to the karma of the members in the various teams throughout time. In this way you can get not only the details of the karma of a member, but you can also compare the karma of different members at a particular point in time and you can analyze the evolution of the karma of a member throughout time.

To access "Statistics" go to "Initial menu" → "Information" → "Statistics".



Then, in our example, the application shows the following table of statistics:

ini Admin panel User320 profile Exit

Info > Statistics

Period: 2nd quarter 2014, 1st quarter 2014, 4th quarter 2013

Variable: T1, T2, C1 and C2, Total karma

Search qtrr year

MEMBER	T1 General organization	T1 Technical support	T1 Moderation	T1 Translation
Andrés	0,38	0,00	0,00	1,46
Cris	0,45	0,00	0,00	1,81
Gman	0,53	0,00	0,00	0,00
Jubiloso	0,00	0,70	0,00	0,00

K Help

You can select the period and, within each period, the variable you want to see. The selected information is then displayed in the table below. In the example provided above, you can see the value of the T1 variable of members in each team for the 2nd quarter of 2014.

Now if you want to know the T2 variable of all members in each team for the 2<sup>nd</sup> quarter of 2014, then you have to select "T2":

## Info &gt; Statistics

Period

2nd quarter 2014  
1st quarter 2014  
4th quarter 2013

Search qtr year

Variable

T1  
T2  
C1 and C2  
Total karma

MEMBER	T2 General organization	T2 Technical support	T2 Moderation	T2 Translation
Andrés	0,88	0,75	0,50	1,38
Cris	0,94	0,50	0,53	1,67
Gman	1,31	0,58	0,75	1,00
Jubiloso	0,83	1,20	1,00	0,50

If you want to know the value of the variables C1 and C2 for the 2nd quarter of 2014, then just click on "C1 and C2":

## Info &gt; Statistics

Period

2nd quarter 2014  
1st quarter 2014  
4th quarter 2013

Search qtr year

Variable

T1  
T2  
C1 and C2  
Total karma

MEMBER	C1	C2		
Andrés	2,00	1,22		
Cris	2,00	1,45		
Gman	2,00	1,63		
Jubiloso	2,00	1,32		

And if you want to know the karma of all members in each team for the 2<sup>nd</sup> quarter of 2014, then you have to select "Total karma":

ini
 Admin panel
 
 User320 profile
 Exit

## Info > Statistics

**Period**  
 2nd quarter 2014  
 1st quarter 2014  
 4th quarter 2013  
 Search qtr  year

**Variable**  
 T1  
 T2  
 C1 and C2  
 Total karma

MEMBER	Karma General organization	Karma Tech support	Karma Moderation	Karma Translation
Andrés	4,47	3,97	3,72	6,06
Cris	4,84	3,95	3,98	6,93
Gman	5,47	4,21	4,38	4,63
Jubiloso	4,15	5,22	4,32	3,82

Help

[\[Go to index\]](#)

### [3.7.2] ACTIVITY LOG.

The activity log gives you a real-time view of what is happening in the application and what the users of the application have been doing.

To access the general activity log you go to "Initial menu" → "Information" → "Activity log".

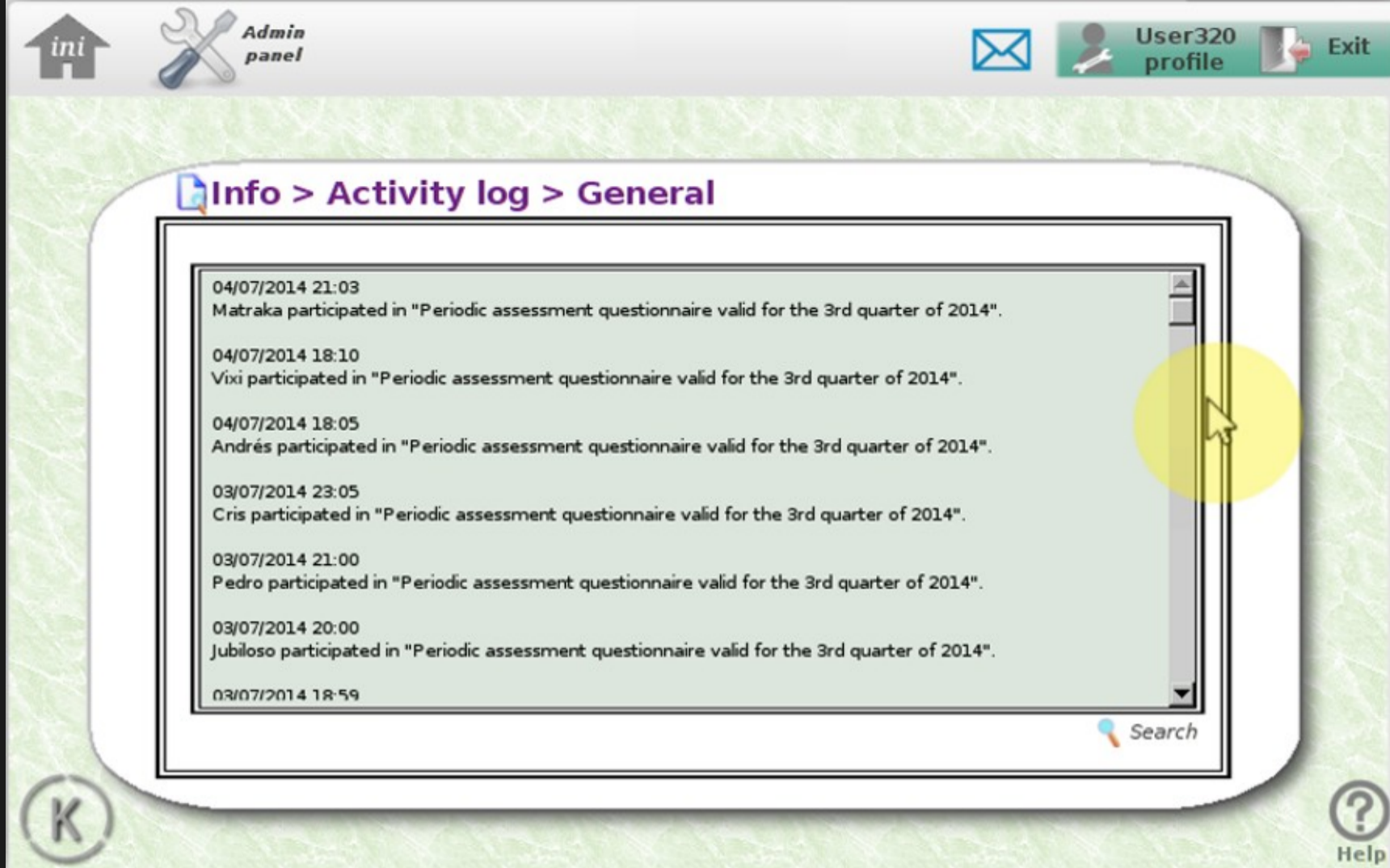
ini
 Admin panel
 
 User320 profile
 Exit

## Info

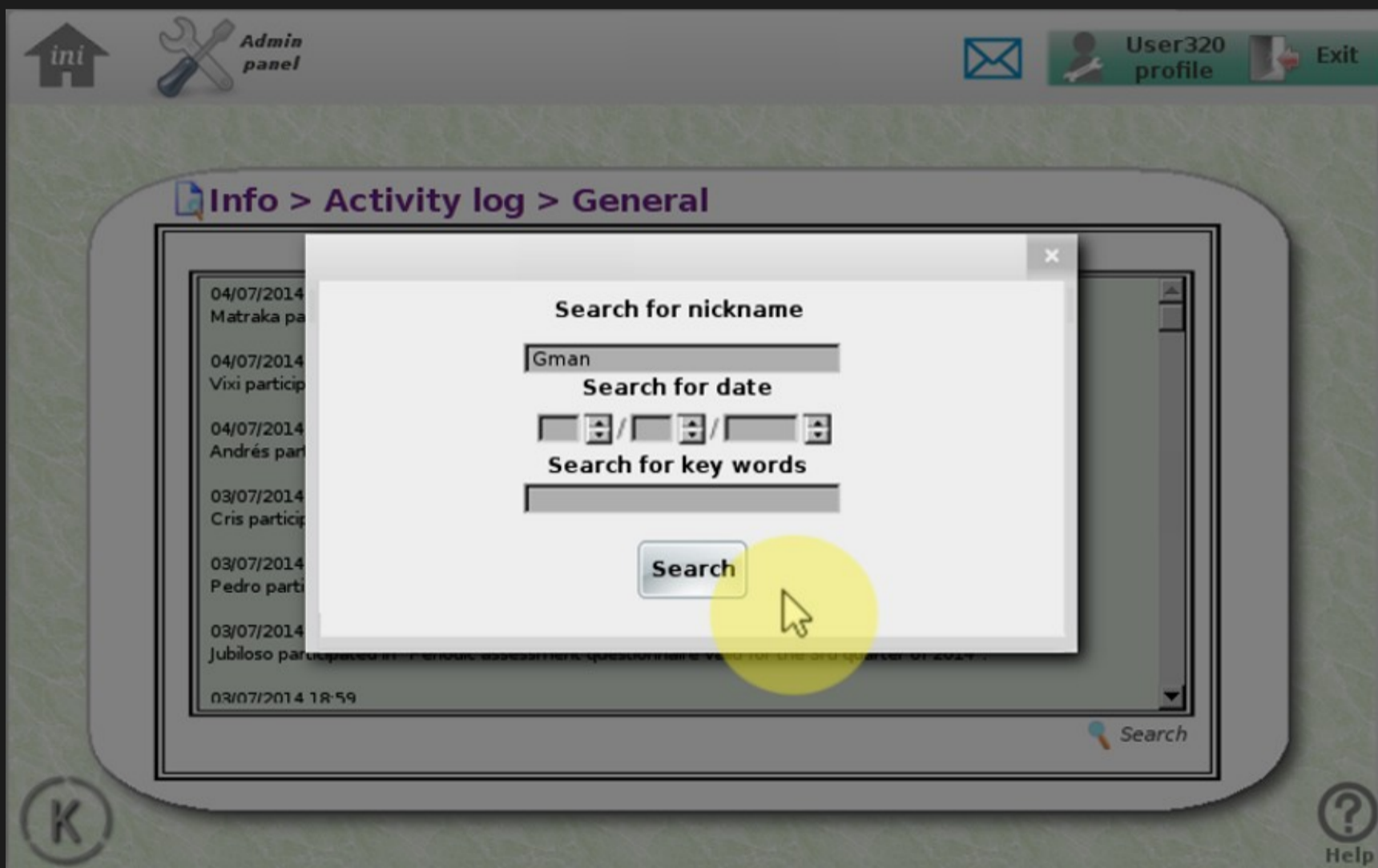
Statistics  
 Activity log  
 Users profiles

Help

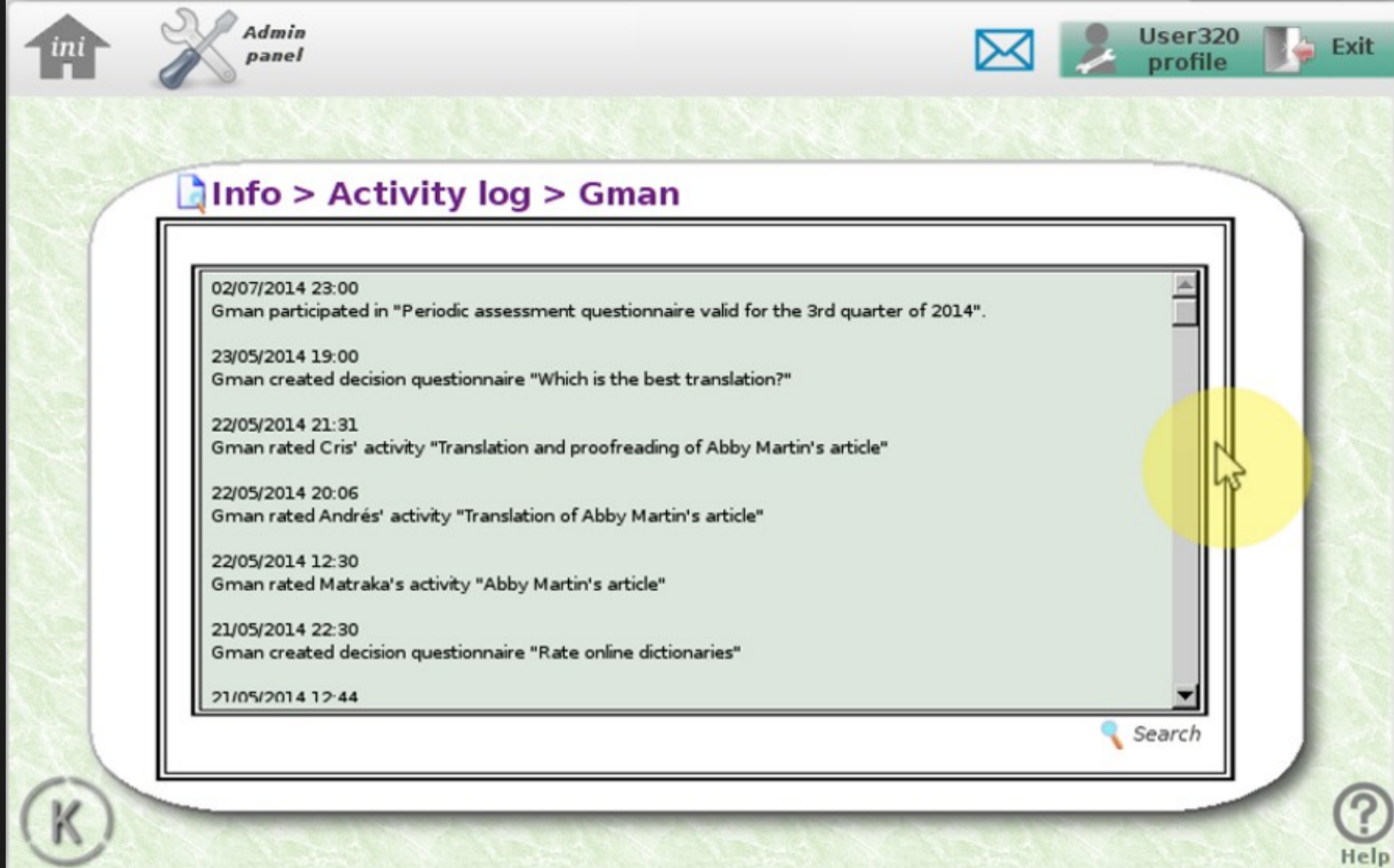
Then, in our example, the application displays the following information:



If you want to perform a specific search in the activity log, you have to click on "Search" in the bottom right. Then a pop-up window will appear where you'll be able to enter the search terms. If, for example, you want to know exclusively Gman's activity:



Then click on "Search" and the required information will be displayed:



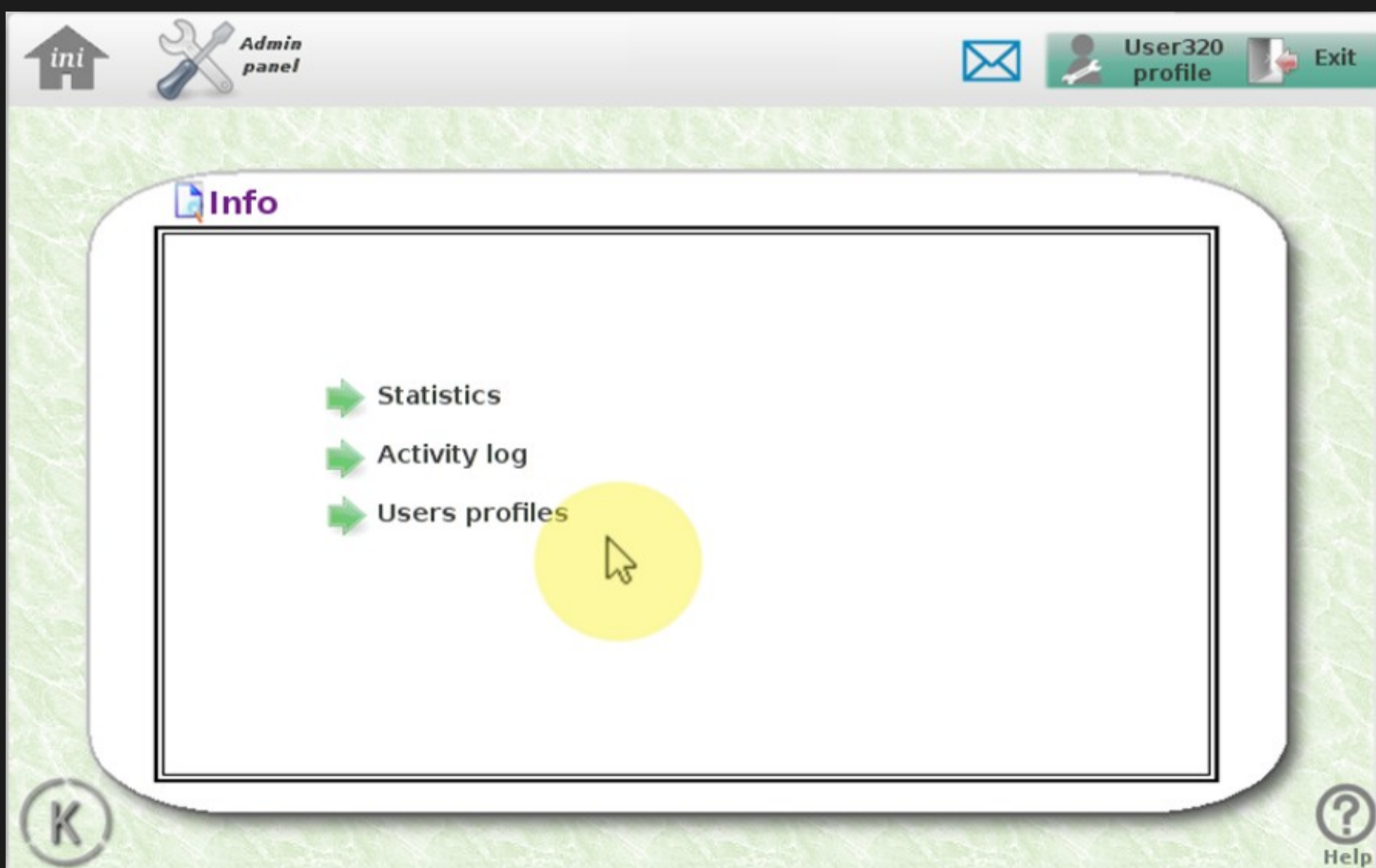
[\[Go to index\]](#)

### **[3.7.3] USERS PROFILES.**

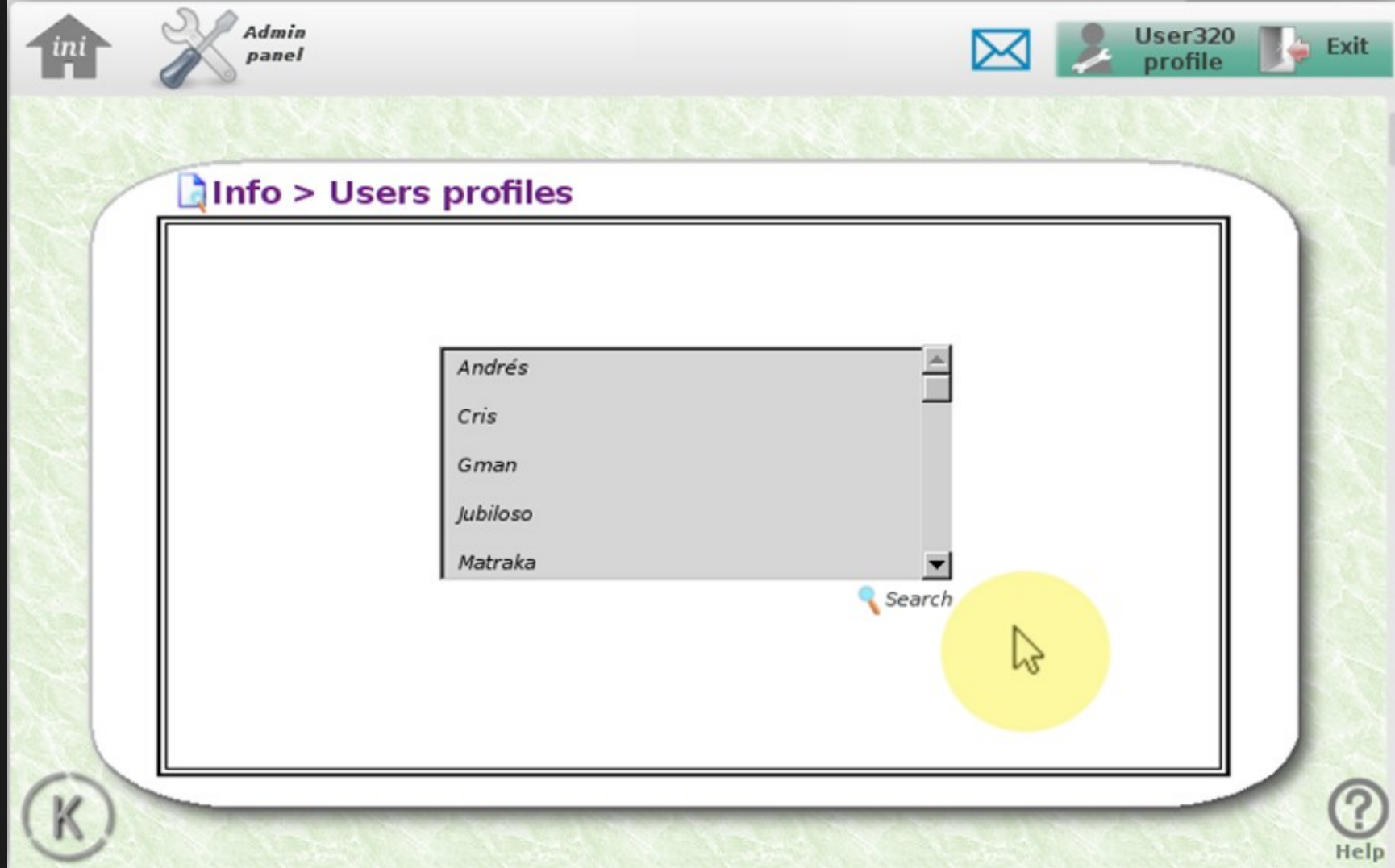
#### **[3.7.3.0] Introduction.**

We have seen in previous sections that users can directly access their own personal user profile. We have also seen that users can view the profiles of all users via the administration panel. Well, users can also view the profiles of all users in the "Information" section.

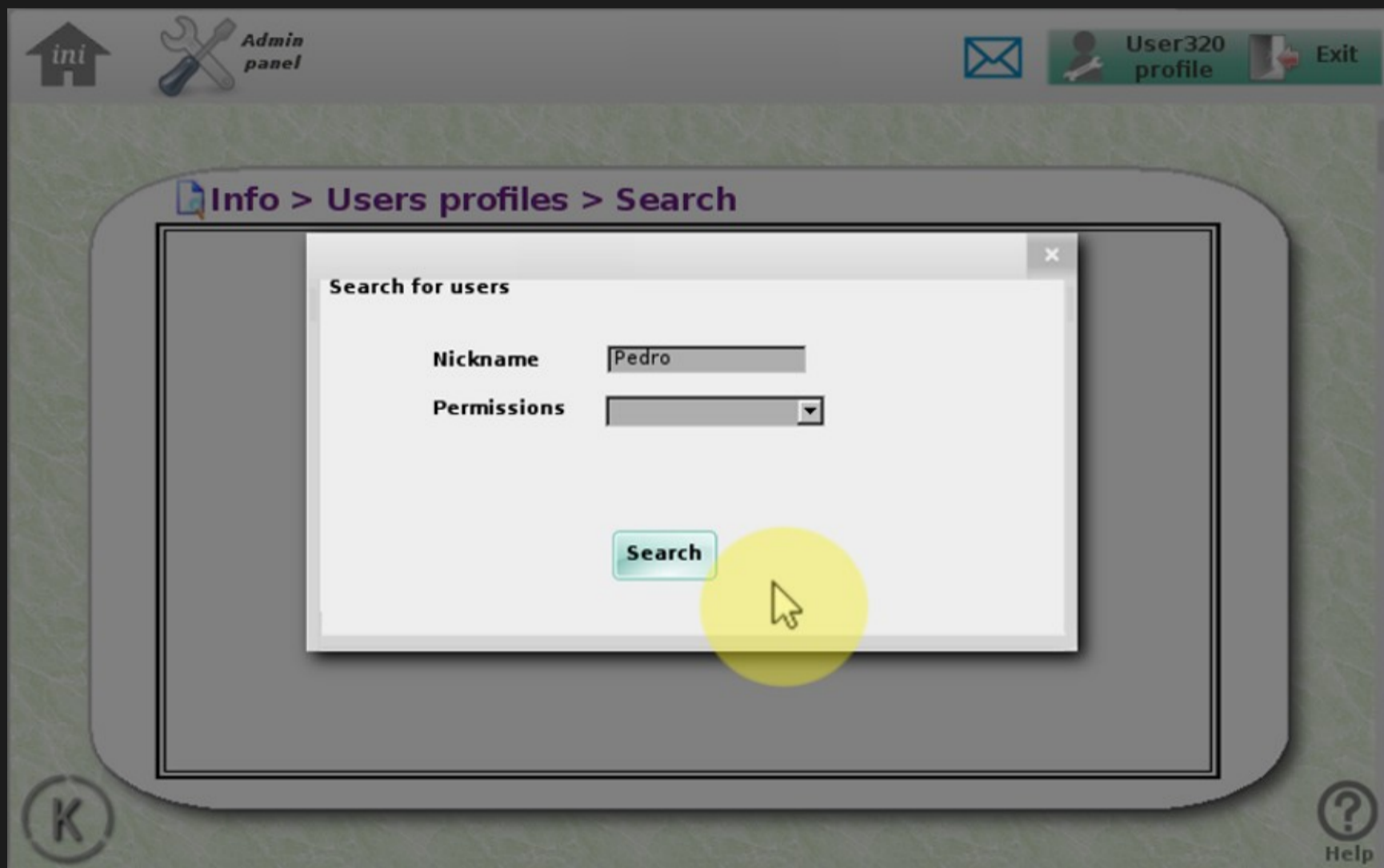
To access the "Users profiles" section go to "Initial menu" → "Information" → "Users profiles"



Then a list of the users of the application will be displayed:



You can search for users directly in the list or you can click on “Search”, and then enter the search terms. So, if for example you search for Gman:



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#### **[3.7.3.1] Info.**

Suppose you want to see Gman's the user profile, so you perform a search and access his profile:

**Info > Users profiles > Gman > Info**

**Info**

**Name**  
Ray

**Surname**  
Gman

**Nickname**  
Gman

**email**  
gman@micorreo.zzz

**Additional info**  
I perform some tasks in the translation team and the tech support team.

**Password**  
\*\*\*\*\*

**New password**

**Confirm new password**

**Change avatar**

**IP** 000.00.000.0

Note that there are some sections in users profiles: "Info", "Karma", "User activity", "Permissions" and "Infringements".

The first section that is shown is "Info", where you can see the user's basic information. In principle it is advisable that only users can edit their own basic info.

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### **[3.7.3.2] Karma.**

When you click on "Karma" you can see something like this:

**Info > Users profiles > Gman > Karma**

**Periodo**  
2nd quarter 2014  
1st quarter 2014  
4th quarter 2013

Search qtr year

VARIABLES	General organization	Technical support	Moderation	Translation	Conduct
T1	0,53	0,00	0,00	0,00	
T2	1,31	0,58	0,75	1,00	
C1					2,00
C2					1,63
<b>Total karma</b>	<b>5,47</b>	<b>4,21</b>	<b>4,38</b>	<b>4,63</b>	

In this section you can see Gman's karma in the various teams. These karmas are basically the weight of Gman's vote when making decisions in each team. For example, for the 2nd quarter of 2014, Gman's karma in the general organization team is greater than his karma in the technical support team, therefore his weight in the decision-making will be greater in the general organization team than in the technical support team.

The karma valid for a period is calculated from the scores obtained in the assessments of the activities carried out during the previous period. Thus, the karmas shown for the 2nd quarter of 2014 are the result of the assessment that the rest of members have made on Gman's work and conduct during the 1<sup>st</sup> quarter of 2014.

The karma depends on these variables:

· T1. Continuous evaluation of the activities performed during the last period (usually a quarter). When Gman performs an activity in a team and the activity is published in an activity assessment questionnaire, it is evaluated by the rest members. At the end of the quarter all the scores obtained from the activities performed are taken into account to calculate the T1 variable for the quarter in each team.

For example, you can see that Gman seems to have done some tasks in the general organization team, then other members evaluated his activity and he got 0.53 points in the general organization team. On the other hand, it seems that he hasn't carried out successfully relevant activities in other teams during the period evaluated.

· T2. Assessment of the overall contribution to the work in each team. Apart from the continuous evaluation, at the end of each period (normally a quarter) members are asked to assess the overall contribution of each member to the work in each team. (everything is taken into account, including the occasional help to peers, commitment to teamwork, accredited knowledge in various disciplines, etc.).

You can see that the teams where Gman has obtained a better evaluation for his overall contribution are the general organization team (1.31 points) and the translation team (1 point). Note that, for example, despite not having performed apparently relevant translation activities, some members wanted to give 1 point of T2 to Gman in this team as a reward for his occasional help, accredited knowledge, etc.

· C1. Assessment of the overall conduct in the the whole organization, according to misconduct reports. In principle, if a member has not committed any misconduct, he/she has 2 points of C1. If there have been infringements of the rules of conduct and these are found by the moderators, it will mean that some points will be subtracted to C1, depending on the seriousness of the misconducts.

As you can see, Gman has not committed any misconduct during the 1st quarter of 2014, so he has obtained 2 points of C1 for the 2nd quarter.

· C2. Assessment of the overall conduct of a member in the the whole organization, according to periodic assessment questionnaires. Apart from the C1 variable, which depends on misconduct reports issued by the moderation team, at the end of each period (normally a quarter) members are asked to assess the overall conduct of each member in the organization as a whole.



As you can see, members have rated Gman's overall conduct quite well (1.63 points).


As a result, Gman has obtained the following karmas for the 2nd quarter of 2014 in the various teams:

- Karma in the general organization team = T1 in general organization (0.53) + T2 in general organization (1.31) + C1 (2.00) + C2 (1.63) = 5.47 points.
- Karma in the technical support team = T1 in technical support (0.00) + T2 in technical support (0.58) + C1 (2.00) + C2 (1.63) = 4.21 points.
- Karma in the moderation team = T1 in moderation (0.00) + T2 in moderation (0.75) + C1 (2.00) + C2 (1.63) = 4.38 points.
- Karma in the translation team = T1 in translation (0.00) + T2 in translation (1.00) + C1 (2.00) + C2 (1.63) = 4.63 points.


These results show that Gman's activity is “improvable”. This, for example, might raise the question whether Gman is the right person for the coordination of the translation team or not.

If you click on the 4th quarter of 2013, you'll see the following:





User320  
profile

Exit

Info > Users profiles > Gman > Karma

Info

Karma

User activity

Permissions

Infringements

Periodo

2nd quarter 2014

1st quarter 2014

4th quarter 2013

Search qtr  year

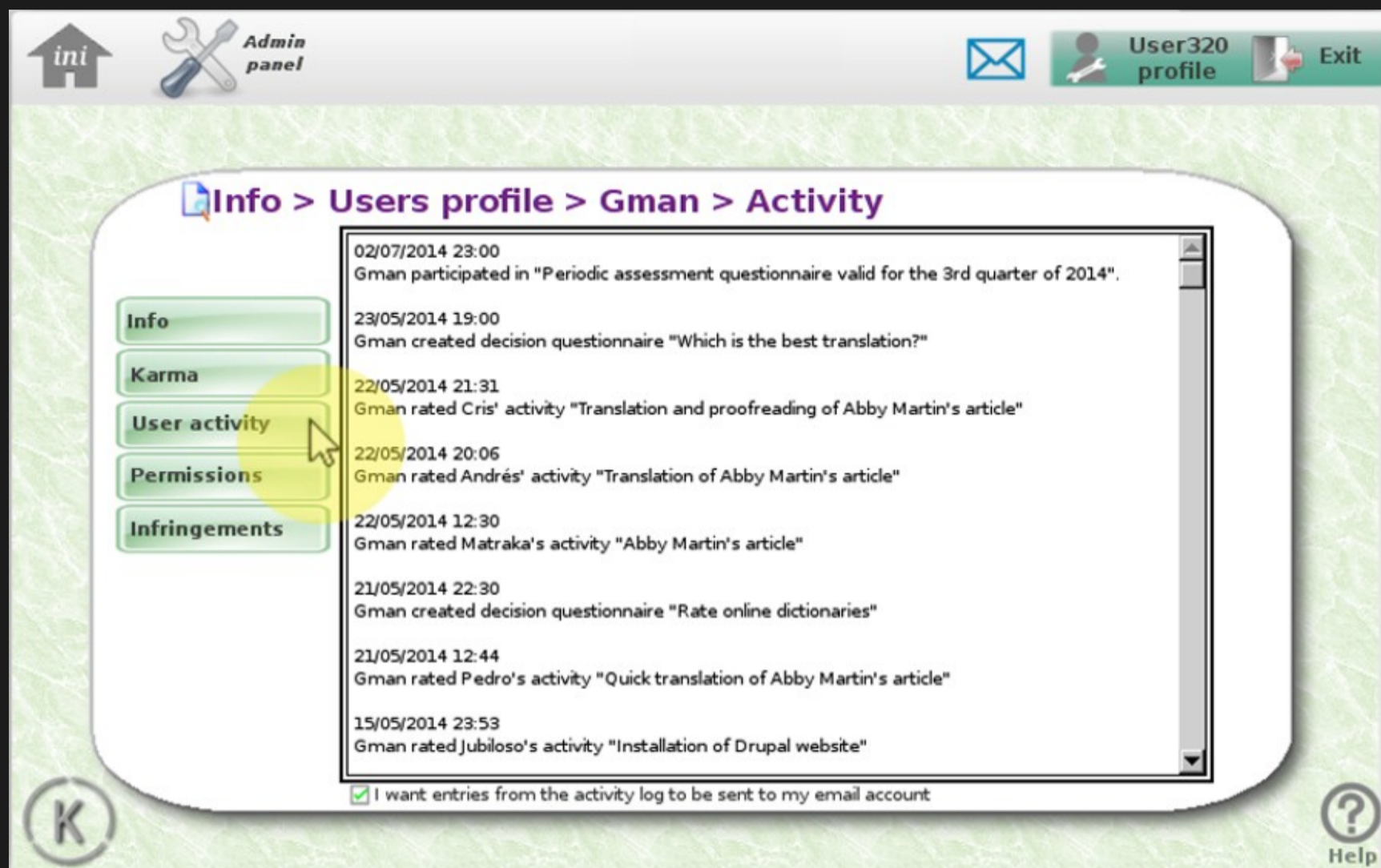
VARIABLES	General organization	Technical support	Moderation	Translation	Conduct
T1	0,00	0,00	0,00	0,00	
T2	0,00	0,00	0,00	0,00	
C1					2,00
C2					0,00
Total karma	2,00	2,00	2,00	2,00	

Since that's the quarter when Gman started participating in the teams of the organization, you can see that his karma in the various teams is just 2 points (those 2 points come from the C1 variable).

### [3.7.3.3] User activity.

The importance of this section comes from the need for a transparent system and an proper flow of information to support decision-making and ensure accountability.

When you click on “User activity” the application displays something like this:



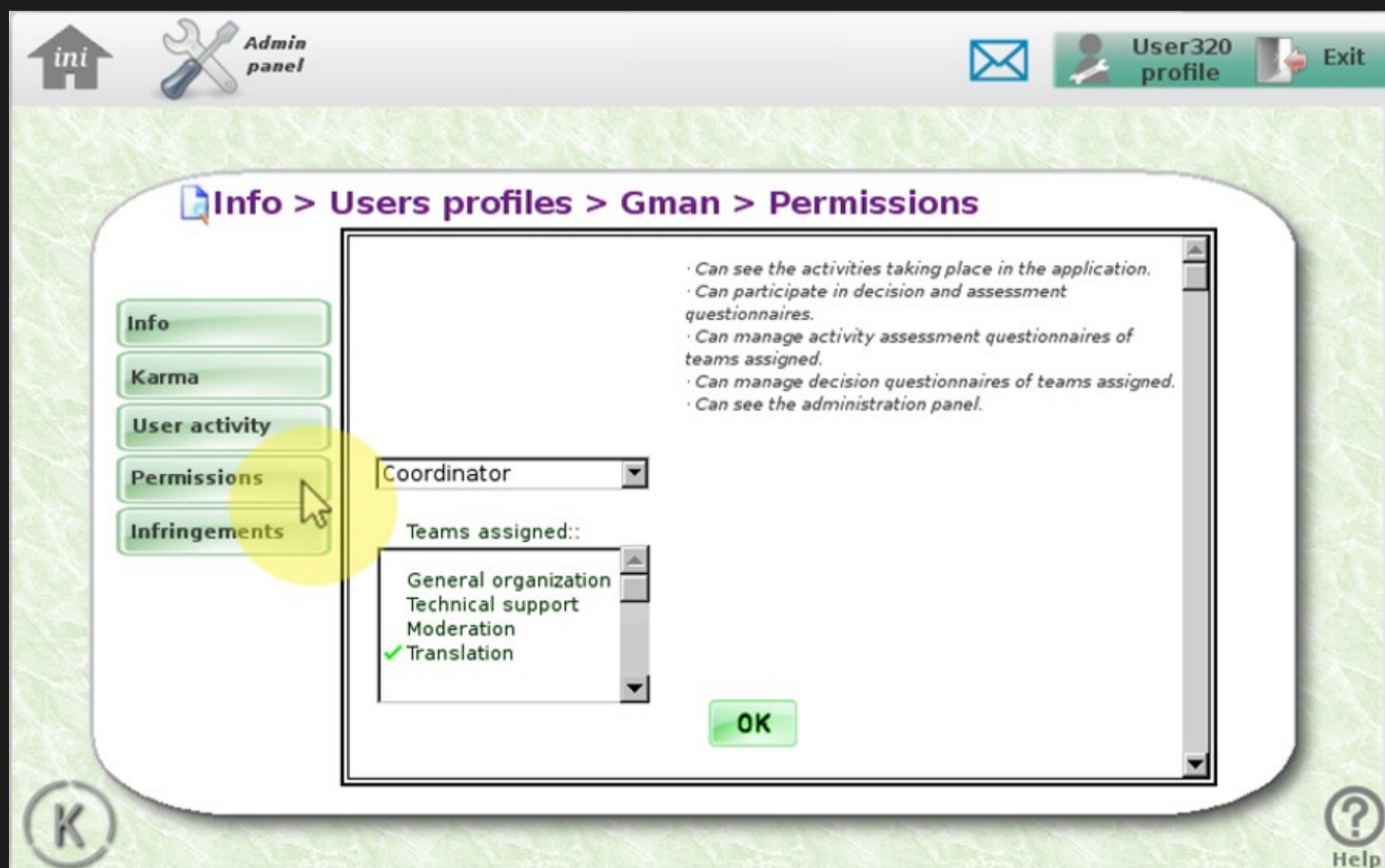
This section shows in detail Gman's activity in the application.

The option of sending the entries from the activity log to one's email account is shown at the bottom. As you can see, Gman has requested to receive such information by email.

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### [3.7.3.4] Permissions.

When you click on “Permissions” the application shows something like this:



There are several users groups. Each group has certain permissions for certain things in the application. The groups by default are the following: administrators, coordinators, moderators, normal users and guests.

Gman is a coordinator in the translation team, so he can:

- See the activities taking place in the application.
- Participate in decision and assessment questionnaires.
- Manage activity assessment questionnaires of the team he coordinates.
- Manage decision questionnaires of the team he coordinates.
- See the administration panel.

In principle, only the group of coordinators of the general organization team can assign a user to a group with special permissions (that is, administrator, coordinator, moderator). However, any user who plays a key role (administrator, coordinator, moderator) can resign his/her position and assign himself/herself to the groups “normal user” or “guest”. Thus, only coordinators of the general organization team can assign Gman to a group of administrators, coordinators or moderators. However, Gman can resign and assign himself to the groups of normal users or guests.

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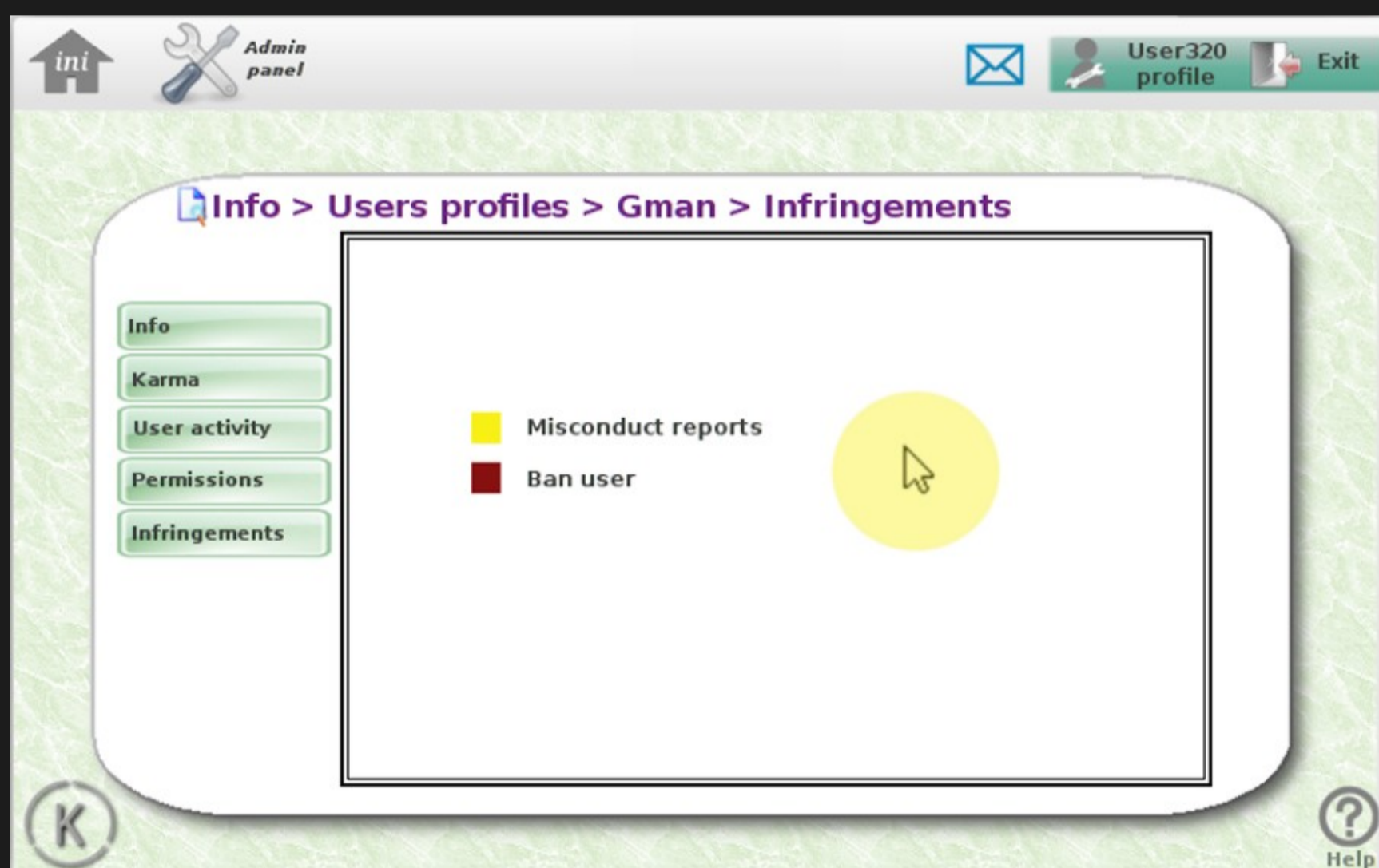
### **[3.7.3.5] Infringements.**

In infringements any user can know whether Gman has been sanctioned or banned from the application for any misconduct.

It is recommended that the permissions to manage the “infringements” section should be assigned to the group of moderators of the application. We must clarify that all members can participate in the moderation team (like in all the other teams), but only the most trusted members must be elected to have the permissions to moderate comments, enforce penalties and ban users.

When you click on this section you are presented with a list of 2 options:

- Misconduct reports.
- Ban user.

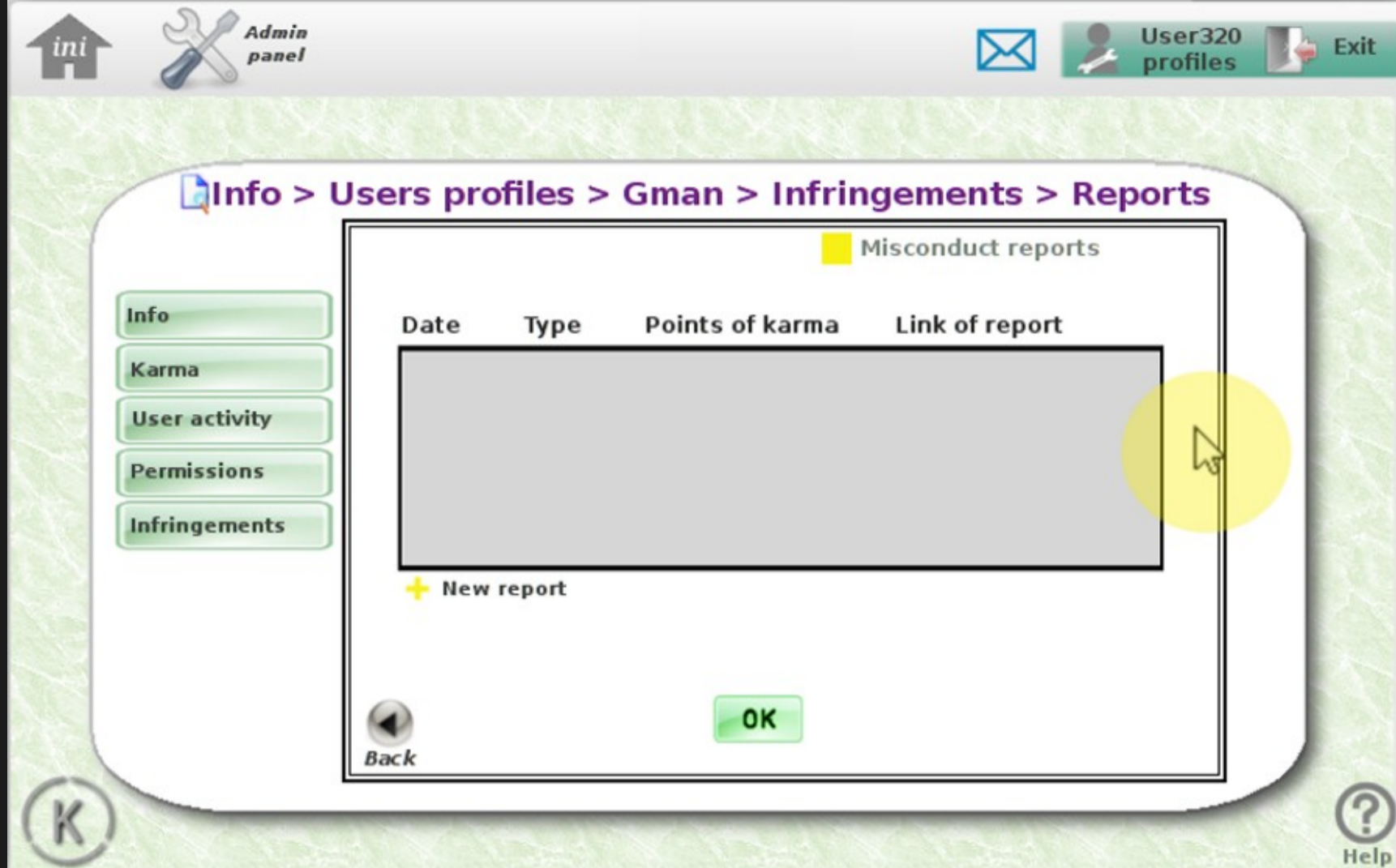


### **Misconduct reports.**

In “Misconduct reports” any user is able to know whether there are misconduct reports on Gman.

This is used to penalize members who violate the rules of conduct. Penalties subtract points from the C1 variable, which in turn is part of the karma of users of the application. When the moderation team decides to penalize a user for a misconduct, the team issues a report and then one of the moderators who have moderation permissions proceeds to execute the penalty in this section.

When you click on “Misconduct reports” in Gma's profile you can see the following:

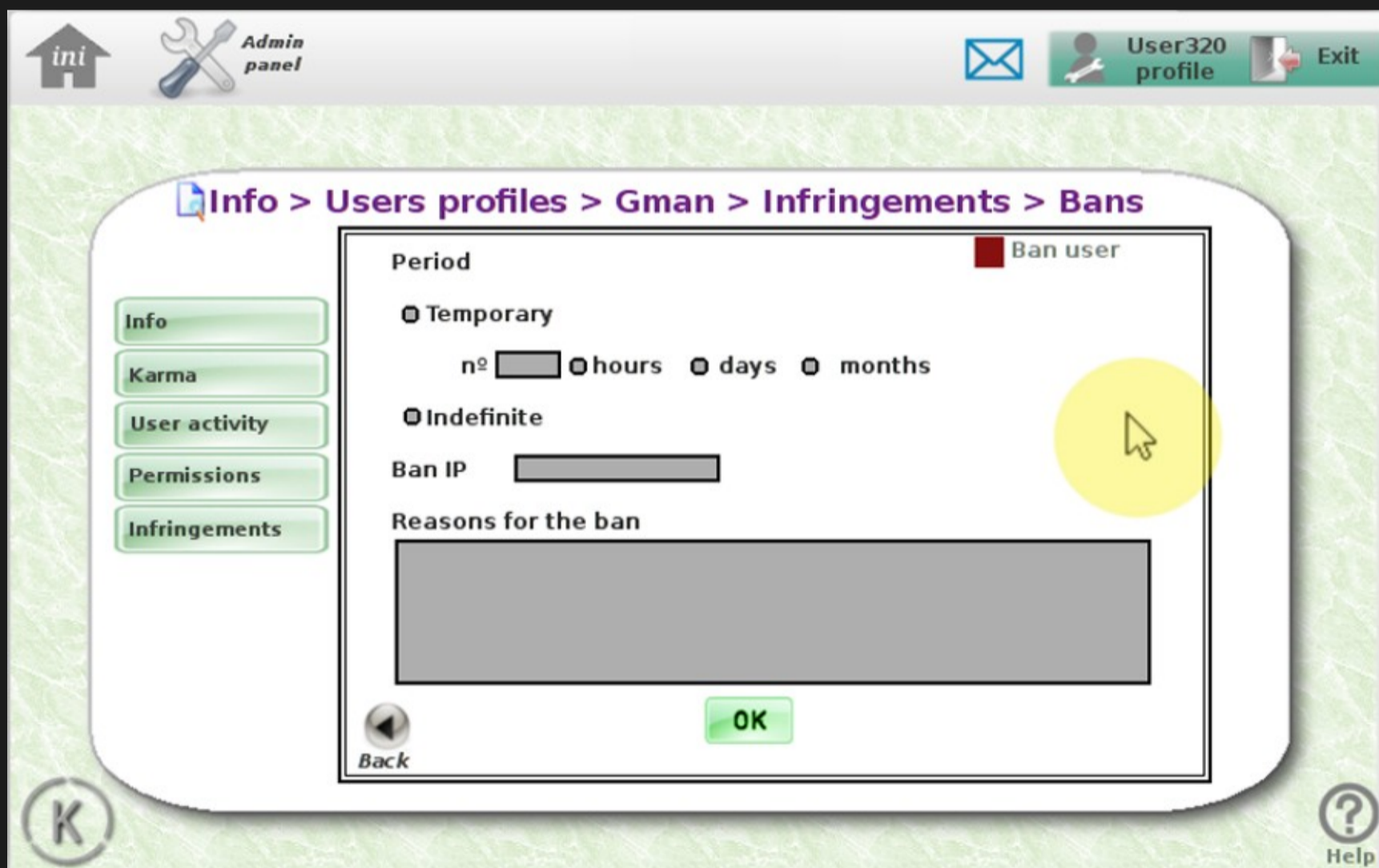


As shown, Gman has not been penalized for any misconduct.

If a moderator needs to add a misconduct report on Gman, the moderator has to click on "New report" and fill in the form.

### Ban User.

Here any user is able to know whether Gman has been banned from the application. Bans are executed only in extreme situations due to the seriousness or repetition of misconduct.



As shown, Gman hasn't been banned.

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